

FORMAL BID	
FILE NO: 5843	
COMMODITY: Parking Violation Parking Management Information Services System	
NAME OF BIDDER:	
BIDDER'S FED. ID.	

TO: Cynthia H. Griffin, Purchasing Agent PH: (617)349-4310 FX: (617)349-4008
795 Massachusetts Avenue, Room 303
Cambridge, MA 02139

The undersigned submits this sealed bid to provide the commodity or services identified above, described in the specifications herein and advertised in the **CAMBRIDGE CHRONICLE** on **Thursday, June 28, 2012**, which is to be opened and publicly read at the Office of the Purchasing Agent, City Hall, 795 Mass. Ave., Room 303, Cambridge, MA at 11:00 a.m. on **Thursday, July 19, 2012 (originally advertised scheduled opening for July 12). Parking is limited at this location. It is strongly recommended that bids are mailed or delivered in advanced of the due date and time. Late proposals will not be accepted. This bid may be downloaded from the City's web site, www.CambridgeMA.gov, Online Services, Current Bid List, Formal, File No. 5843.**

The undersigned certifies that this bid is made without collusion with any other person, firm or corporation making any other bid or who otherwise would make a bid. The undersigned agrees to furnish the commodity or services in strict accordance with the bid documents, which consist of this Formal Bid and all attachments hereto. **"The submitted bid must be without conditions, exceptions or modifications to the bid document".**

The envelope containing the bid must be labeled: "This envelope contains a bid for **Parking Violation Parking Management Information Services System opened at 11:00 a.m. on Thursday, July 19, 2012**". **The bid and all documents submitted with it are public records.** This bid process and the award of the contract are made in conformity with M.G.L. c. 30B, unless otherwise stated. See other side of this form for General Terms and Conditions that shall become part of any Contract awarded through this Formal Bid.

This bid includes addenda numbered: _____

SIGNATURE OF BIDDER: _____

TITLE OF SIGNATORY _____

ADDRESS OF BIDDER _____

TELEPHONE NUMBER _____ **FAX NUMBER:** _____

Please check one of the following and insert the requested information:

() Corporation, incorporated in the State of: _____

() Partnership. Names of partners: _____

() Individual: _____

Name of Bidder: _____

GENERAL TERMS AND CONDITIONS

- LAWS:** All deliveries shall conform in every respect with all applicable laws of the Federal government, Commonwealth of Massachusetts and City of Cambridge.
- EQUAL OPPORTUNITY:** The Vendor in the performance of the contract shall not discriminate on the grounds of race, color, religious creed, national origin or ancestry, age, disability, sexual orientation, marital status, family status, military status, source of income, or sex in employment practices or in the selection or retention of subcontractors, and in the procurement of materials or rental of equipment. The City may cancel, terminate or suspend the contract in whole or in part for any violation of this paragraph
- TAXES:** Purchases made by the City are exempt from the payment of Federal excise tax and the payment of Commonwealth of Massachusetts sales tax (except for gasoline) and any such taxes must not be included in the bid prices.
- QUANTITIES:** Unless otherwise stated, the quantities set forth herein are ESTIMATES ONLY. The City reserves the right to purchase the commodity(ies) specified in any amount less than the estimated amount.
- BID PRICES:** Bid prices shall include transportation and delivery charges fully prepaid to the City of Cambridge destination. Where the unit price and the total price are at variance, the unit price will prevail.
- DELIVERY AND PACKAGING:** Deliveries must be made in such quantities as called for in the purchase order and in the manufacturer's original packages. All deliveries must be **"inside" delivery with no assistance from City personnel. Tailgate deliveries will not be accepted.** Rejected material will be returned to the vendor at the vendor's expense.
- MODIFICATION OF BIDS:** Prior to bid opening, a bidder may correct, modify or withdraw its bid by making the request in writing prior to the time and date for the bid opening. All corrections and modifications must be delivered to the Purchasing Department in a sealed envelope indicating that it contains a modification or correction of the original bid submitted for the particular commodity and indicating the time and date of the bid opening.
- REJECTION OF BIDS:** The City reserves the right to reject any and all bids if it is in best interest of the City to do so.
- AWARD OF CONTRACT:** Contract(s) will be awarded within forty-five days of the bid opening unless award date is extended by consent of all parties concerned.
- INDEMNITY:** Unless otherwise provided by law, the Vendor will indemnify and hold harmless the City against any and all liability, loss, damages, costs or expenses for personal injury or damage to real or tangible personal property which the City may sustain, incur or be required to pay, arising out of or in connection with the performance of the Contract by reason of any negligent action/inaction or willful misconduct by the Contractor, its agents, servants or employees
- TERMINATION OF CONTRACT:** Except as otherwise provided in the Articles of Agreement, the City may terminate the contract upon seven days notice.
- ASSIGNABILITY:** The Vendor shall not assign, sell, subcontract or otherwise transfer any interest in this contract without the prior written consent of the City.

MATERIAL SAFETY DATA SHEETS: Pursuant to M.G.L. c. 111F, ss. 8, 9, and 10, any vendor who receives a contract resulting from this invitation agrees to submit a Material Safety Data Sheet for each toxic or hazardous substance or mixture containing such substance when deliveries are made. The vendor agrees to comply with all requirements set forth in the pertinent laws above.

Name of Bidder:_____

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Name of Bidder:_____

SECTION 1.0

TO: Cynthia H. Griffin, Purchasing Agent
City Hall, Cambridge, Massachusetts 02139

The undersigned hereby proposes to provide all labor, materials and equipment necessary for the provision and operation of the Department of Traffic, Parking and Transportation, PARKING VIOLATION/PARKING MANAGEMENT INFORMATION SERVICES SYSTEM (PVPMISS) all in accordance with the attached specifications and following proposal schedule.

The PVPMISS is a large volume, highly complex computer-based operation that integrates and supports numerous elements for the processing and adjudication of parking violation tickets. The provision and operation of a PVPMISS will require a single-point-of-responsibility for such services and is fully described in the following bid documents.

One award will be made to the responsive and responsible bidder offering the lowest total price as a result of this Invitation for Bid.

Contract will be awarded within forty-five days of the bid opening, unless award date is extended by consent of all parties concerned. The contract shall be for a period of thirty-six months. Multi year contracts are subject to the availability and appropriation of funds.

Prior to bid opening, a bidder may correct, modify or withdraw its bid by making the request in writing prior to the time and date for the bid opening. All corrections and modifications must be delivered to the Purchasing Department in a sealed envelope with a notation on the envelope indicating that it contains a modification or correction of the original bid submitted for the particular commodity and indicating the date and time of the bid opening.

A sample contract is attached hereto. **The bidder must be willing to sign the City's contract. The City will not accept a bidder's terms & conditions.**

Prices must remain FIRM during the entire contract period.

Please submit your bid in duplicate (One original and one copy). Do not submit bids in hard binders.

Performance Bond

To guarantee the faithful performance of any contract entered into pursuant to the bid document, the successful bidder will be required to provide a performance bond in the sum of **100%** of the value of the contract from a surety company authorized to do business in the Commonwealth of Massachusetts and satisfactory to the Official.

Questions

Questions concerning this Invitation for Bid must be submitted in writing and faxed to Cynthia H. Griffin, Fax # 617-349-4008. All questions must be submitted no later than **Wednesday, July 11, 2012 by 4:00 p.m.** An addendum will be posted to the website to notify bidders of the questions and answers.

Please check the website for Addendums before submitting your bid to the City. Bidders will not be notified individually of Addendums.

Please check the bidders list on the website. If your firm is not listed on the bidders list please click on "Registry" and notify us that you have downloaded the bid document.

Name of Bidder:_____

Bid Results

The tab sheet and the contract award information will not be mailed to the bidders individually. A tab sheet with the bid results will be posted to the website soon after the bid opening. The tab sheet will include the "contract award" information as soon as it is determined.

Confidentiality and Public Records Law

All bids or other materials submitted by the vendor in response to this Invitation to Bid will be open for inspection by any person and in accordance with the Massachusetts Public Records Law.

SECTION 2.0

Quality Requirements

A "NO" response, a failure to respond, or a failure to meet any of the following Quality Requirements will result in a rejection of your bid. Circle Yes or No for each listed.

1. Bidder must be in business under current name for a minimum of three years; or if the business was acquired by another firm, was in business under the previous name for at least three years.	YES	NO
2. The bidder has three years direct experience within the past seven years providing a PVPMISS to at least three municipalities, all of which received the services described in this document's scope of services and each of which issue 350,000 or more parking tickets per year.	YES	NO
3. The bidder has three years experience with the Commonwealth of Massachusetts' Registry of Motor Vehicles implementing and administering the automated marking and clearing procedures for license – registration non-renewal provisions of MGL Chapter 90 Section 20A1/2.	YES	NO
4. The bidder has three years direct experience with the Commonwealth of Massachusetts' Registry of Motor Vehicles in performing automated name and address acquisitions.	YES	NO
5. The bidder has two years experience with the Registry of Motor Vehicles performing automated name and address acquisitions for each of the following states: New Hampshire, New York, Connecticut, Rhode Island, New Jersey, Maine, Pennsylvania and Florida.	YES	NO
6. Bidder can provide, upon request, proof of financial solvency.	YES	NO
7. The bidder currently has a local office in the Cambridge area, or will establish a local office in the Cambridge area by the start of this contract, where staff working on this contract will be based.	YES	NO
8. The bidder has three years experience providing a PVPMISS that integrates parking permit program (including resident permit parking) data into its system and provides an integrated parking ticket and parking permit cashing system.	YES	NO

Name of Bidder:_____

SECTION 3.0

BID SUBMISSION REQUIREMENTS

1. Bidders shall submit a complete list of all contracts for which bidder has provided Parking Violation Parking Management Information Services System within the past five years including contact names telephone numbers, how many tickets processed, Start date and end date of contract and answer yes or no if contract included Resident Permit Parking tickets. A bid may be rejected on the basis of one or more references reporting poor past performances by the bidder. The City reserves the right to use itself as a reference. Please add additional sheets in same format if required.

1.	Company Name	Contact	Telephone Number	Contract Start & End Date
	How many tickets processed?	Did contract include Resident Permit Parking?		

2.	Company Name	Contact	Telephone Number	Contract Start & End Date
	How many tickets processed?	Did contract include Resident Permit Parking?		

3.	Company Name	Contact	Telephone Number	Contract Start & End Date
	How many tickets processed?	Did contract include Resident Permit Parking?		

4.	Company Name	Contact	Telephone Number	Contract Start & End Date
	How many tickets processed?	Did contract include Resident Permit Parking?		

5.	Company Name	Contact	Telephone Number	Contract Start & End Date
	How many tickets processed?	Did contract include Resident Permit Parking?		

6.	Company Name	Contact	Telephone Number	Contract Start & End Date
	How many tickets processed?	Did contract include Resident Permit Parking?		

Bid Submissions continued on next page.

2. **Local Office:** Bidders shall provide a description of the bidder's current local office or the plan to establish a local office in the Cambridge area by the start of this contract, including location, number of staff based there and functions performed by local office staff

3. **Parking Permit Program:** Bidders shall provide a description of the bidder's experience providing a permit program integrated with its PVPMISS including a brief narrative that explains the similarity of the system to Cambridge's requirements including processing volumes and a list of the municipality(s) currently using this program. Provide the contact person for reference(s) from the municipality(s).

4. **Compliance with PCI Data Security Standards by Vendor's Credit Card Processor:** Bidders shall provide a quarterly scan report from a certified scanning bidder for the most recent quarterly period and a copy of the annual self assessment questionnaire documenting compliance with PCI data security standards for the processing of credit card transactions.
5. **Resumes of key personnel:** Bidders shall provide resumes and copies of current industry certifications for key personnel who will participate in the operation of the Cambridge PVPMISS including a description of each person's PVPMISS experience and her/his role in the Cambridge contract.
6. **Financial solvency:** Bidders shall provide documentation that demonstrates the bidder's financial solvency and stability including audited financial statements and any statements related to legal proceedings that have been filed that expose the bidder to potentially significant financial damages.
7. **Conversion and Training Plan:** If applicable, provide a detailed, comprehensive timetable and plan to convert each element of the existing bidder's system to that of the selected bidder. Include the duration of the conversion and key milestones in the timetable proposed. This plan shall include the responsibilities of the bidder, the City and the existing bidder; a description of how the accuracy of the conversion effort will be measured; the resumes of the conversion project team; identification of the project manager, the experience this individual has had in converting similar systems, and the estimated amount of time that the project manager will dedicate to the project; and the details of the bidder's post-conversion support plan.

The bidder should describe its previous experience converting data in a situation similar to that described in this document.

Also provide a timetable and plan to train the City's parking services, enforcement and other staff in the operation and use of all equipment, systems and reports including cashiering and handheld ticket writing device operations.

8. Bidders shall submit a list of all pre-programmed and ad hoc reports currently available in their system and the first 1 – 3 pages of the 30 reports most relevant to the City's PVPMISS program. See Appendix A, List of Reports attached.

End of Bid Submissions

Name of Bidder:_____

SECTION 4.0 PRICE SUMMARY FORM

The activity levels contained in the bid summary are the City's estimates based upon activity from July 1, 2010 to June 30, 2011. The vendor shall submit a monthly invoice. The vendor will be paid the unit costs contained in its bid submission for the actual level of activity that takes place each month. Payment to the selected vendor will begin once the vendor's conversion is complete, if applicable, and accepted by the City and the vendor begins operating the City's PVPMISS.

PRICE SUMMARY FOR 9/1/2012 – 8/31/2015 (36 Month Usage)	
A. Cost of entering handheld tickets in the PVPMISS	Unit Cost _____ x 956,000 (Number of tickets issued) = \$ _____
B. Cost of entering paper tickets in the PVPMISS	Unit Cost _____ x 52,300 (Number of tickets issued) = \$ _____
C. Cost of ticket payment processing	Unit Cost _____ x 941,700 (Number of tickets paid) = \$ _____
D. Cost of tickets noticed	Unit Cost _____ x 732,000 (Number of tickets included in all notices) = \$ _____
E. Conversion cost (Conversion from current bidder to new bidder)	\$ _____
TOTAL BID AMOUNT (A+B+C+D+E)	\$ _____

Total Bid Amount in words: _____

Bidder Name: _____

Bidder's Signature: _____

Email address: _____

Name of Bidder: _____

SECTION 5.0

Scope of Services

Overview

The City of Cambridge Department of Traffic, Parking and Transportation (TPTD) has instituted a comprehensive and integrated approach to transportation and parking management. The purpose of this procurement is to solicit bids for an automated Parking Violation/Parking Management Information Services System (PVPMISS). The PVPMISS must integrate and support every facet of parking ticket and parking management elements from ticket procurement to final disposition as well as the City's parking permit program.

Approximately 340,000 tickets are issued within the City on an annual basis. Approximately 11.7 million dollars annually are collected from all sources (i.e. ticket payments, boot charges, Resident Parking permits, and dishonored [bounced] check fees). As of May 31st, 2012 there were 1,100,000 unpaid and 1,989,498 paid tickets active in the current system. In addition, the system has 8,709,639 tickets with a \$0 balance archived in its database. The vendor must provide the city with archived ticket data as requested by the City.

The City requires that the functions associated with parking violation ticket record keeping, processing, adjudication, collection and enforcement are integrated into a unified, comprehensive, turnkey system which must follow state guidelines and procedures for the collection and maintenance of parking violation receivables provided for under Massachusetts General Laws. Unless specified otherwise, the city expects and requires that the vendor have all specified systems, applications, processes, equipment, staffing, a local office and other requirements fully operational in a highly efficient and effective manner on the date that the vendor assumes responsibility for the City's PVPMISS.

The components of the PVPMISS system support and provide a critical revenue source to the financing of the City. Any failure or delay in providing the necessary services that generates a reduction in the City's revenue attributable to factors under the vendor's control will be considered potential grounds for termination of the contract. Upon notification by the City of such a situation, the vendor will have 7 days to respond by resolving the problem or identify a solution with a longer schedule for the City's review and determination on whether it will be accepted. If the vendor fails to resolve or provide a plan acceptable to the City to resolve the problem, the City will initiate termination proceedings.

Key components of the system include:

- Registrant data acquisition from the Massachusetts Registry of Motor Vehicles (RMV) as well as other states;
- Electronic interface with Mass RMV registry hold program;
- On-street parking management activities including residential parking permits, Non-Resident Visitor Passes, and Business permits;
- Consolidated cashiering system with adequate audit trails, edits and controls on all financial transactions;
- Management reporting including enforcement unit management reports;
- Lockbox Services;
- Document image processing and workflow management;
- Adjudication components to support in house parking ticket disputes and resolution;
- On-line service delivery for payments, adjudication, permit issuance;

SECTION 5.1

System and Functional Requirements of an Integrated PVPMISS

The Vendor is required to provide a PVPMISS that includes the following functions:

- Performs the automatic calculation and assessment of penalties to violations not paid within pre-defined time limits;
- Performs the automatic backing-out, holding in abeyance, and reactivation of penalties;
- Performs predetermined time based activities and updates the violation status for the next appropriate/applicable event;
- Conducts real-time editing of transactions entered through the on-line environment;
- Maintains a history of system generated events and processing transactions that can be viewed on-line;

SECTION 5.2

Parking Ticket Pick-Up and Control

Employees of several City of Cambridge Departments issue tickets either by using a paper-based ticket book or by a hand-held device. Paper based tickets are to be picked-up each business day by a bonded Courier provided by the Vendor at the TPTD office and delivered to the Vendor's local Cambridge area office for processing and data entry at that office. The Contractor shall be responsible for reconciling differences between the number of violations received from the City and the number of violations actually processed and updated to the master violation file. Hand-held generated ticket data is electronically transferred to the Vendor's premises and must be in the system by start of business the following day.

In addition, this courier must pick-up and deliver supplies, equipment to be repaired, correspondence and other assorted items between both the TPTD and the vendor's Cambridge area office each business day.

SECTION 5.3

Parking Ticket Data Entry

The Vendor must perform data entry of the information from all paper tickets into the PVPMISS database. Paper Ticket information must be entered into the database within one business day of delivery to the Vendor's premises. The vendor is responsible for supplying the inventory of paper-issued tickets and these tickets are to be bound in books of 25 (twenty-five) tickets per book with a cover. During FY11 the City wrote 17,447 paper tickets. However, in order to provide sufficient ticket books for all Cambridge Police Officers, the vendor must provide 35,000 each year of the contract for a total of 105,000 over the three year contract term. The instructions for the ticket writers must be printed inside the cover and the tickets must include a self-mailer type envelope. The tickets must be multi-part with the (1) original copy for data entry, (2) a second copy for city-records to remain in the book, and (3) a violator copy attached to the self-mailer to be issued by the ticket writer. The violator copy must be encoded so that the pre-printed ticket number can be read for payment processing using optical scanning equipment. Ticket books shall be ordered in an amount to cover 12 months, unless otherwise approved by the City, to allow for any changes in wording the City wishes to make. Proofs must be approved by the City each time the vendor orders a new supply of tickets. The vendor shall store the tickets and deliver them to the City in amounts as requested by the City. The Vendor will produce and ship paper-issued tickets at no additional charge beyond the price quoted in the price summary form of this bid document.

Name of Bidder:_____

SECTION 5.4

Updating Tickets to the On-Line and Master Files

The Vendor, within one working day of receiving the 'Daily File' of newly entered information from all paper tickets, must add this information to the Master Violations File and match the vehicle registrations appearing on the issued tickets against the records in the Master Violations File. The Vendor is responsible for validating the information entered from the ticket including registration data. If the registration ticket matches an existing record in the Master Violation File, the Vendor will add the ticket data to the existing plate record. If the registration does not match an existing record in the Master Violation File, the Vendor will add the ticket data to a newly created registration record. The Vendor will make the new ticket data available for on-line access and system usage once it has been added to the Master Violation File.

SECTION 5.5

Lockbox Processing Functions

The Contractor must process all parking violation payments mailed into the post office lockbox. Receipts must be deposited daily into an account designated by the City of Cambridge. The Contractor shall rent a post office lockbox in Cambridge, the contents of which shall be removed by the Contractor via bonded messenger at the beginning of each processing day. All payments received by the vendor must be processed at the Lockbox the same day that they are picked-up at the Post Office and all cash and checks must be deposited at the bank location designated by the City (currently Century Bank in Medford, MA) by the next morning via bonded messenger.

The Vendor is responsible for (a) the receipt and routing of all lockbox mail, (b) the processing, accounting and daily deposit of lockbox payments, c) the routing of parking ticket related correspondence, and d) the scanning of parking ticket related correspondence.

The following payment types must be accepted:

- whole and partial ticket payments
- multiple whole and multiple partial ticket payments
- whole registration payments
- multiple whole registration payments

The Vendor shall establish procedures to ensure that:

- all mail retrieved at the post office lock box is delivered to the processing facility / location
- all mail is correctly sorted and batched
- the City receives all correspondence on a timely basis
- the entry of payment information is accurate
- all batched payments submitted to processing staff are subsequently processed
- all processed payments are correctly updated to the system
- all items rejected during batch update are recorded, including subsequent re-entry of such items.

The Vendor shall maintain effective security over cash, checks, and terminals. This includes the timely depositing of any cash payments received and the control of error correction capabilities. The total amount of all checks processed each day will be credited to a deposit account specified by the City.

Name of Bidder:_____

The Vendor shall reconcile amounts paid, amounts posted/applied to the PVPMISS, and amounts deposited. Further, the Vendor shall provide the City with all pertinent back-up documentation of each transaction listed on all bank statements either on a daily basis or as they are received from the bank (e.g., daily lockbox deposit slip copies, all bounced check bank listings, any and all credit/debit items, all wire transfer activity, etc.; and copies, front and back, of all bounced checks originally processed at TPTD and City Hall).

SECTION 5.6

Point of Sale Payment Processing System

The Vendor shall provide a fully integrated 'Point of Sale' Payment Processing System which will allow cashiers at TPTD and City Hall to accept payments and to process payment adjustments in an on-line, "real-time" environment.

The payment system must accommodate payment in cash and by personal check, money order, credit card and debit card and must notate the payment record and Master Violations File of the method of payment and location of payment.

The cashiering system must accommodate the following features:

a) on-line, real time payment acceptance for:

- whole ticket payments and partial ticket payments
- multiple whole and multiple partial ticket payments
- whole registration payments
- multiple whole registration payments
- partial and whole fee payments (e.g. boot fees, bad check fees)
- residential parking permit payments, business permits, etc.
- split payments - with 2 methods of payments allowed for 1 transaction.

b) On-line, real-time adjustments to payment information to correct cashier errors.

c) The on-line, real time posting of all cashier transactions to the Master Violations File and subsystems (e.g., Boot and Tow System, Claims Processing System, etc) with all journaling and summary totals centralized instead of being housed on the local pc and with the cashiers also having the ability to migrate from pc to pc in the event of a pc failure, without suffering an interruption to their daily processing or totaling.

d) Ticket level and plate level automatic on-line, real time calculation of the remaining amount due or amount of overpayment, in the event of partial or overpayment.

e) The automatic endorsement of checks and money orders and the imprinting of registration state and registration number, ticket number, fee and fee type, date and amount paid on the check or money order with the ability to re-print the endorsement data if desired or needed.

f) The generation of a payment receipt showing: payment date, payment time, method of payment, registration state, registration number, ticket number, amount due on each ticket, amount paid on each ticket, boot fee paid, tow fee paid, storage fee paid, bad check fee paid, total ticket amount due, total penalty amount due, total fees due, total amount paid, and change returned to customer with the ability to re-print the receipt if desired or needed.

- h) Creation of a backup transaction record for each ticket or other transaction, printable on command, containing all data captured on each on-line transaction.
- i) Acceptance of off-line payments at all cashiering locations and update of this data to the Master Violations File in a batch mode within 24 hours along with the production of a journal record containing all data captured on each off-line transaction.

The on-line payment system shall generate a daily payment activity report to facilitate and properly control cashier closing procedures at the end of each cashier shift. This detailed report shall include for each cashier / cashier I.D:

- registration state and number;
- a notation to indicate that the transaction was processed via the on-line system
- violation number;
- transaction type;
- payment method (i.e. cash, check, money order, credit card, debit card);
- dollar amount paid;
- time of the payment;
- status of the ticket.

A summary report must also provide summary data for each cashier / cashier I.D. and summary data for all transactions for each day. It should reflect a matrix in which all payment methods consisting of these below:

- cash
- check
- money order
- credit card
- debit card
- other methods

are cross referenced and summarized for all transaction types consisting of these:

- violations (tickets)
- penalties
- boot fees
- storage fees
- bad check fees
- permits

Audit control facilities must also be included, such as: balancing of computer-produced cashiering report to the transaction logs maintained by the centralized cashiering function, password sign-on by operator, end-of-day totals by cashier, segregation of cash, check, money order, credit card and debit card receipts and totals.

There should also be a supervisory function so that operator's with supervisory-level access can manage the centralized cashiering function for all cashiers from the supervisor's own desktop pc and view each cashier's individual transactions for the day and close the active cashiering session at the end-of-the-day if desired or necessary.

Skeletal Payments and Dispositions

All payment amounts and other dispositions which cannot be applied to a violation number contained in the Master Violations File because the database is temporarily void of the violation record shall be retained in that file as a Skeletal Payment or Disposition Transaction. Skeletal transaction capability is required in

order to accommodate the processing of violation transactions when the violation(s) in question has not yet been updated to the system. The Vendor shall provide the capability to create an on-line, real time skeletal record containing, at a minimum, violation number and payment disposition date. The skeletal transaction shall be matched against and applied to new violation records created on the Master Violations File.

Vendor Responsibility in the Event of Down Time

The Vendor must update the Master Violations File with all payments received during the hours of 7:00 A.M. through 8:30 P.M. by the cashiers at TPTD and City Hall. The Vendor shall be responsible for providing all the required controls, reports, procedures and documentation required to ensure that all payments processed by the Vendor can be reconciled with payments processed and monies received by City cashiers.

SECTION 5.7

Required Screen Data - Customer Service Inquiry Screens

The Vendor must provide detailed and comprehensive on-line inquiry screens to support numerous general and universal inquiry and customer service functions. The Vendor shall provide general inquiry screens containing data from all systems and system elements including:

- Noticing;
- Disputes and Adjudication
- Boot and Tow;
- Registry of Motor Vehicle Interface;
- Both Summary and Detail plate and ticket information;
- Correspondence and Notice detail for all tickets;
- RMV ownership information and Non-Renewal Information;
- Batch update detail;

SECTION 5.8

Disputes and Adjudication of Parking Tickets

Vendor must provide an On-Line, Real-Time Dispute and Adjudication Processing System that is comprehensively integrated with all system elements in the VVPMISS.

The TPTD receives phone, walk-in, and mail inquiries that result in disputes at a proportion of approximately seven to ten percent of tickets issued during a year. The Vendor's Dispute and Adjudication Processing System must fully support the City's efforts to optimize responsiveness to disputes. It must provide an on-line system which is accessed through the City of Cambridge's web-site (www.cambridgema.gov/traffic) and then immediately connects the general public to the vendor's VVPMISS to complete a web-based form for disputing parking tickets. The form will capture the pertinent data input by the customer and describes the "who", "what", "where", "when" and "why" of the ticketing information and the reason for their dispute. The Vendor will accommodate the "uploading" of images or documents provided by the customer in support of their web-based dispute. These images may be any one of several file types denoted as (jpg), (png) or (tif) and any other types the vendor can accommodate as denoted by the customer. Upon filling out the form and submitting the accompanying images, some members of the public may be convinced that the dispute process should be curtailed. The vendor needs to provide the ability to go from the web-based form to the City's Pay-by-Web link automatically where the person can then pay the ticket.

Upon completion of the form, the Vendor will generate an e-mail to the citizen acknowledging receipt of their dispute and that a decision will be rendered within a certain amount of time. The Vendor will change the status of the ticket that is being disputed by the customer in such a way that all late-fees or penalties are suspended or placed in abeyance for a certain period of time. This "suspension of fees" period of time

Name of Bidder:_____

should be able to be set or determined by the appropriate staff at the individual ticket level. The Vendor will denote that the ticket has been disputed by a mark or a symbol and visible to all ticket inquiries within the PVPMISS and that the web-based form, as submitted by the citizen, is attached and indexed to the ticket as well as the submitted images or documents, accompanying the web-based form, are also visibly marked and viewable within general ticket inquiries within the PVPMISS.

Based upon the type of ticket and dispute the customer is submitting as previously checked-off on the web-based form e.g.: parking meter, signage, resident permit or visitor's pass, the vendor will also generate an e-mail to the appropriate department involved (meter-shop) (sign-shop) etc and include a facsimile of the ticket and the comments submitted by the citizen. The submitted web-based form and accompanying documents will also be added to the queue of work which is reviewed each day by the Hearing Officer and other appropriate personnel. This un-processed work "queue" or work-flow facility within the PVPMISS is populated each day with the prior night's completed processing and the various "queues" are "emptied" out or "processed" as decisions are made on the final disposition within the PVPMISS. A citizen initiated dispute can be deemed valid and the ticket is to be dismissed. Or it can be deemed not valid and the citizen is held responsible for payment. Or it may require further research before a decision is rendered. The rendering of the adjudication decision will prompt correspondence to be generated such as a dismissal notice, a denial notice for the appropriate type of ticket, a request for further information from the citizen or the acknowledgement that the request is still under review. The Vendor will produce and mail these various correspondence letters at no additional charge for the production and mailing.

The Vendor will also provide the facility to denote that some disputed tickets have been further pursued by the citizen with a request for a face-to-face hearing with the Hearing Officer. The Hearing Officer will schedule appointments for these "hearings" and the Vendor will offer a "booking" function within the PVPMISS to access, display, and print-out the pending list of "Scheduled Hearings". The Vendor will also produce correspondence and/or an e-mail notifying the citizen of the date and time of the appointment. The Vendor will support "voice-recording" the actual Hearing as conducted by the Hearing Officer with a fully-functional play-back facility, to be provided by the City, that is electronically stored and accessible to Department managers.

SECTION 5.9

Interface with Registries of Motor Vehicles

The Vendor must remain completely current with the RMV's specifications, technical or otherwise, and modifications and changes to the RMV's databases, systems, and procedures related to the PVPMISS especially the Massachusetts RMV. Further, the Vendor must continuously analyze and research the elements that compose RMVs data and information.

The vendor must provide real time RMV access that is not terminal-dependant but rather user/id secure. Anyone who is authorized to access the RMV can do so from any departmental terminal, for any length of time, without having to reestablish the session during normal business hours.

The Commonwealth charges the City \$20 every time a registration or license is cleared. However, sometimes clears are done on tickets that were dismissed. In these situations, the City is due a credit from the Commonwealth for this \$20 charge. The Vendor is responsible for: (1) identifying those cases in which the City should receive this credit, (2) preparing an annual accounting statement summarizing the credits due and (3) submitting this report to the Commonwealth on behalf of the City so that the City can receive credit on its "cherry sheet" which is used to reconcile amounts due between Cambridge and the Commonwealth.

The Vendor must provide registrant information for the twenty-one (21) states and provinces listed below. However, the Vendor must obtain registrant information from as many additional non-MA states and the

Name of Bidder:_____

largest Canadian provinces as possible. If the vendor is unable to obtain information from a state or province, it shall notify the City why it cannot do so and what steps it is taking to obtain this information.

FY 2011 Out of State Issuance: 45,011 Tickets (Top 21 States and Provinces)

	<u>State</u>	<u>Number of Tickets</u>
1.	NH	9,224
2.	NY	7,014
3.	CT	4,979
4.	RI	3,661
5.	NJ	3,303
6.	ME	2,537
7.	PA	2,099
8.	FL	1,855
9.	VT	1,304
10.	VA	1,206
11.	MD	1,134
12.	CA	1,120
13.	TX	789
14.	IL	774
15.	MI	691
16.	OH	648
17.	GA	585
18.	AZ	550
19.	ON	538
20.	NC	519
21.	PQ	481

Significant Character Requirement

The Vendor must accommodate the treatment of 'significant' license plate characters. These characters are neither alpha nor numeric but are significant in that they are required for the correct identification of a plate owner or to distinguish between plate owners. These include "+" (plus) signs, "-" (minus) signs, and "&" (ampersands) signs.

Multiple Owner and Re-Issued License Plate Requirement

The RMV's Interface System must accommodate all scenarios where a license plate number and type has been issued to more than one registrant at different periods of time. The system must correctly assign tickets to the license plate owner who is responsible for their issuance.

Registration Data: Split records and the need to merge data

When requesting vehicle owner information from the appropriate registry, the vendor must be aware that subtle or slight variations in the data received, compared with that which has been received previously, could result in their creation of a separate and unique registration record. The vendor must take measures and have sufficiently robust edits to prevent this split of records from occurring. In those cases where the existence of a split record is discovered, regardless of its origins, the vendor must provide the on-line capability to merge and produce a corrected and unified registration record. In addition, the vendor must provide a monthly management report, produced in state-plate order, of the resultant on-line corrective action taken to merge a split record providing the City with sufficient audit capabilities to measure these corrective actions.

Name of Bidder:_____

Request for Massachusetts Vehicle Owner Information

At least once per week, the Vendor must request vehicle owner (registrant) information from the Massachusetts Registry of Motor Vehicles database for each registration number appearing on issued tickets that are not completely paid or dismissed within a time parameter established by the City.

The Vendor shall add to the Master Violations File newly acquired license plate and registrant information, including:

- Name and Address;
- Vehicle Make
- Plate Issue and Expiration Date; Plate Type and Plate Color;
- Driver's license number,
- a "Y" or "N" indicator that the driver is 65 years of age or older,
- RMV error code,

Each month, the Vendor must acquire the Massachusetts RMV's monthly file of all registrants. The Vendor must have the capability to utilize this file to obtain registrant data.

The Vendor should also have the capability to receive and obtain registrant data on a weekly and monthly basis using the most efficient method offered by information technology to take advantage of enhancements in the vendor's and RMV's systems.

The Vendor shall add to or edit Master Violations File records license plate and registrant information, including but not limited to the following: name, address, vehicle make, driver's license number, date of birth, plate issue date, confirmation date of received request, expiration date of license plate, RMV error code, plate type and plate color, and custodial data for leased vehicles if available.

The RMV's Interface System must also provide edits and controls of the type that include, but are not limited to: analysis of license plate configuration; correct treatment of company or corporate names; exclude skeletal tickets; exclude pending requests; exclude completely paid or dismissed tickets.

Upon acquisition of registrant information, the Vendor must provide for the immediate on-line system access of parking ticket information by registrant name, driver's license number, violation number and registration number.

The Vendor may also be required to utilize the RMV's database for research and other purposes (i.e., generate special notices to all registrants of commercial vehicles).

On-Line Request and Processing of MA Vehicle Owner Information

The vendor is required to be aware of changes that all RMVs, particularly Massachusetts, make to their data systems and processes and continuously adapt the vendor's systems and processes to ensure the vendor can continue to acquire accurate vehicle owner information in a timely manner.

Requests for Out-of-State Vehicle Owner Information

On a weekly basis, the Vendor must request vehicle owner (registrant) information from the various out-of-state Registry of Motor Vehicles for each registration number appearing on issued tickets that are not completely paid or dismissed within a time parameter from the date of issuance established by the City (currently 15 days). Un-identified out-of-state registrant information should continue to be sought on a monthly basis until full identified.

Name of Bidder:_____

For both the MA RMV and Out of State RMV's, the Vendor must identify, via a comprehensive report, the reasons why registrant data was not provided by an RMV.

Notification of Non-MA RMV's for Boot Eligible Vehicles

All non-Ma boot eligible vehicles without Name and Address Registrant data must be reported to Non-MA RMV's by the Vendor in order to meet the noticing requirements of Mass Chapter 90 20A ½.

SECTION 5.10

Correspondence and Parking Ticket Dunning Notice System

The Vendor must provide a comprehensive Notice System for the collection of parking tickets. The Notice system must be fully integrated with all elements of the PVPMISS. System requirements include:

- a primary Massachusetts and out-of-state noticing program;
- additional noticing;
- a Special Collections Noticing System;
- a Notice Management System;
- comprehensive Mail House services;
- comprehensive quality control and the processing of returned mail.

The Vendor must record in the Master Violations File the mail date/s and Notice type/s of all notices mailed in relation to each violation. The Vendor must also maintain proper documentation of all Noticing activity and provide the City with such documentation in accordance with a schedule determined by the City. The Vendor must indicate in the master file any notices returned by the postal service. The City will provide specifications to the vendor as to the form, content, sequencing, and timing of all notices that are mailed to violators with outstanding violations. The number of notices that the vendor will be required to send with respect to a single ticket shall be at least four (4). In addition, the City sends a variety of correspondence letters to violators. In FY11 the City's vendor mailed 22,483 correspondence letters regarding a total of 24,488 tickets, 45,483 Resident Parking Permit Renewal letters and 206,847 notices regarding 243,948 tickets. Per the Price Summary form the per unit cost of correspondence letters and permit renewal letters is not billed to the City. The per unit cost of each ticket noticed is billed to the City.

Mail House Function

The Vendor shall be responsible for the timely mailing of all notices, parking permit renewal letters and correspondence using First Class mail. These shall be delivered for mailing to the U.S. Postal facility no later than twenty-four (24) hours after the printing of the notices. The vendor is responsible for stuffing envelopes and all costs for the mailing of notices and correspondence including stationery, forms, notices, envelopes, pre-addressed return envelopes, printing, mailing services, first class postage, etc. All such costs must be included in the Vendor's total bid.

SECTION 5.11

Boot and Tow System

The Vendor shall provide an integrated "Boot and Tow" system module that performs the following functions:

- a) Automatically determines those vehicle registrations which are eligible for seizure. Currently, a vehicle is eligible for seizure when it has 5 or more unpaid tickets which have all exceeded the payment due date by more than 21 days of the ticket issuance date.

Name of Bidder:_____

- b) Automatically changes the customer's account status to reflect that the vehicle's registration has now become "boot eligible."
- c) That upon review of the customer's account by City staff, the status can be changed from "Boot Eligible" to "Boot Eligible – Under Dispute" or "Boot Eligible – Partial Payments" when the staff see active disputes have been initiated on the unpaid tickets or partial payments have been posted to the unpaid tickets.
- d) That upon review of a customer's account that has been deemed "Boot Eligible" by the system and City staff determine that there exist other registrations under the same customer's name or license number, the status can be changed from "Boot Eligible" to "Boot Eligible – More Plates"
- e) That upon review of an account deemed boot eligible and City staff initiate the actual "booting" or immobilizing of the vehicle, monetary transactions take place within the PVPMISS to reflect a "Boot Fee" and a "Storage Fee" to the customer's account. These fees are currently advertised as \$25.00 for the boot device and \$20.00 for the 1 day "storage" subject to change by the City at any time with sufficient notice to the public.
- f) That for each day after the placement of the boot device, an additional "storage" transaction of \$20.00 be charged on the account up to a maximum and cumulative storage charge of \$60.00 .and that there be separate transaction records indicating "Storage – 1", "Storage-2", and "Storage-3."
- g) That each monetary transaction on the account be part of the cumulative amount due from the customer and that each monetary portion of a booting transaction be capable of being adjusted individually so that the (a) boot fee (b) storage-1 (c) storage-2 and (d) storage-3 can be debited or credited per item.
- h) That upon review of a customer's account that has had a boot device placed and the determination is made to have the vehicle "towed", the status can be changed to "Towed" and a "Tow Date" can be reflected on the customer's account and a " Towed To:" designation can be applied by the staff along with a 30 character field indicating the appropriate and user defined "Towing" company.
- i) That every week the vendor shall generate a list of all vehicle registrations that are boot eligible and that City enforcement personnel will utilize the list to identify vehicles to seize and that the list shall be in alphabetical order by state of registration then by plate number within the state and that it shall contain, at a minimum, summary license plate volume and dollar amount information by the state. The City reserves the right to alter the format of the Seizure List.
- j) That the boot eligible vehicle registrations will be downloaded to the handheld ticketing units on a daily basis and the Parking Control Officers will receive notification if tagging a boot eligible vehicle.
- k) That the removal of the boot based upon extenuating circumstances or management discretion will generate a reversal transaction of each element of the previously generated monetary transaction that the booting action initiated and any additional storage charges applied.

SECTION 5.12

Fleet Vehicles

The vendor is required to have a fleet system module designed to make the relationship between the City and companies that are frequently within the City boundaries more tolerable. Based on the agreement the City has with the company typically late fees are not charged to plates in a fleet.

On a recurring basis (currently runs every 6 weeks), the vendor generates a comprehensive billing report for the City and multi-owners to review their open citations. This report supports the City in an efficient and timely collection of revenue. The billing report lists violation status for all multi-owner entities.

The vendor is required to produce a report that contains the total number of tickets, dollar value, and vehicles with outstanding open tickets. This report allows the government agency or fleet company to clearly see which tickets were issued to their vehicles. The vendor's database must be set up so as to not assess late penalties, produce past-due notices, or set seizure flags on fleet or government plates.

The Vendor is required to offer a Self-service Web Accessed Pay-By-Web Interface. These components permit a fleet to maintain their own contact and vehicle information rosters, view, import, and print current invoices and reports, and pay invoices via our Pay-by-Web interface. This self-service feature provides fleet vendors with prompt access to their information on their schedule.

If an entity is removed from the Multi-Owner system, all plate and violation data will be automatically re-categorized to resume collection activities including late penalty assessment, name and address request, non-renewal action, and boot eligibility determination.

SECTION 5.13

Pay-By-Phone and Pay-By-Web Applications

The Vendor will provide a Pay-By-Phone operation including software, support and maintenance capable of handling, at a minimum, credit card payments. The pay-by-phone voice response application must allow callers to make payments for outstanding tickets via credit card by a touch-tone telephone on a 24 hour, 7 day a week basis. Pay-by-phone features must include:

- the option to pay a single ticket by entering the ticket number,
- the option to pay multiple tickets appearing on a notice by entering the notice number, and
- the option to pay the total amount due on a registration with either the ticket number or notice number.

Currently, a caller whose vehicle is in a boot and tow status and/or whose license or registration is 'non-renewed' at the Registry of Motor Vehicles is unable to pay outstanding tickets via the pay-by-phone application, and is so notified when attempting to make a payment. The Pay-By-Phone application must continue to provide this functionality.

Pay by Web Application

The Vendor will provide a Pay-by-Web application including software, support, and maintenance capable of handling credit card payments. The Vendor will be required to provide access to the Pay-By-Web application via the City of Cambridge's website (www.cambridgema.gov). The Web interface must be consistent with the overall design of the City of Cambridge web site.

Credit Card Processing Requirements for Pay-by-Phone and Pay-by-Web Applications

All credit card payments made by phone or web will be transfers via the merchant bank or clearinghouse to the designated City of Cambridge bank account. The vendor is responsible for insuring real-time authorizations of all credit card payments. Daily audit and reconciliation reports must be provided. All payments must be updated on-line real-time to the database and a daily balance report provided to the City sorted by Merchant ID. There should be one deposit per day per Merchant ID, made to the designated City of Cambridge bank which reconciles to the daily balance report and the City of Cambridge bank statements. Upon notification from the City that the reconciliation has a problem or failed, the vendor will provide support and resolve the problem within the same day it is reported.

The Vendor is responsible for providing the highest level of security for Credit Card holders who are using the Pay-by-Web and Pay-by-Phone applications and its credit card processor must be compliant with the Payment Card Industry (PCI) Data Security Standard and have evidence of a successful quarterly scan report from a certified scanning vendor for the most recent quarter as well as a compliant annual self-assessment questionnaire.

Currently, the City pays all credit card related fees; however, the City may eventually choose to pass these costs to the consumer. Therefore, the City requires that the vendor allow the option of transaction and merchant fees paid either by the consumer (convenience fee) or bill directly to the City.

SECTION 5.14

Management Information System

The Vendor must provide a wide ranging set of integrated reports covering:

- Issuance;
- Noticing;
- Financial Transactions;
- Operational;
- Enforcement Management
- Accounting;
- Residential and other Parking Permits
- Management Control for the administration of the PVPMISS.

These reports are critical to the successful operation and management of the City's Parking Services and Parking Enforcement programs. Therefore, the reports required under this scope of services must be available to City staff in final form and operation on the date the vendor assumes responsibility for the City's PVPMISS. The City will compare the data in all reports to the data in the same report from its current vendor. The conversion to a new vendor will not be deemed complete until the City determines that any variances are explained to its satisfaction. All reports must include data regarding all tickets and permits contained in the City's database regardless of the date of issue. All ad hoc reports must at a minimum include all query options currently available to City staff. All Parking Control Officer Activity Reports must be in the same format as the reports currently used by City staff. All other reports must be as close as possible to the formats currently used by City staff and must contain the same data elements.

All reports must be available for on-line viewing. All reporting systems must work on any computer with internet access without any software needing to be installed on the computer aside from a web browser and must be independent of the vendor's parking ticket/permit database so that users who do not have access to the database can access all reports. The Vendor will deliver hard copies of all reports requested by the City within one workday of their run dates.

Several types of reporting systems are required:

1. Pre-programmed routine reports that provide specific information on a recurring schedule.
2. An ad hoc reporting system allowing the City to run reports after selecting criteria to create specific, customized queries.
3. Business Objects or an equivalent business intelligence reporting system that provides the ability to select previously created and saved reports, change parameters and then re-run the report. The system must also allow the City to create its own reports using common business terminology without the need for specialized computer programming knowledge. The system must permit drilling down, slicing and dicing (dragging icons and objects to arrange data for charts and reports), ranking and filtering (reports that illustrate selected data and hide other data without re-running reports), and creating charts and graphs, etc. Users must be able to save reports to their own files or shared files and to send reports via email to others when they are run on a scheduled basis.

4. Digital dashboard reports that provide a snapshot of trends and performance through the use of visual presentations of specific data. Dashboard reports must include the ability to drill down to lower level data.
5. A GIS (Geographical Information System) system that links parking violation and related data information in the Vendor's database with City of Cambridge maps. The GIS system must be linked to a data viewer which provides the ability to create ad hoc queries about a variety of parking violation related data and to show the answers to these queries on maps produced via GIS. In addition, using GPS real-time data transmitted to the handheld ticket writing machines, the vendor must provide maps which show the handhelds' locations on a continuous basis whether or not a ticket has been issued. These maps must also show the location at which tickets have been issued.
6. A list and brief description of reports is included as an appendix to this scope of services. Please note that this is not a comprehensive list of required reports, rather the reports in the appendix include those most used by the City or most important to the City's operations.

Bidders must provide a list of all pre-programmed and ad hoc reports currently available in their system and the first 1 – 3 pages of the 30 reports most relevant to the City's PVPMISS program.

SECTION 5.15

Production Schedules

The Vendor shall prepare a detailed monthly production schedule that includes:

- file processing
- report generation, such as scheduled management information reports, on-line claims processing related reports, and all scheduled reports relative to any systems for which the Vendor is responsible
- transaction cutoff periods
- notice mailing
- Name and Address requests and re-requests from the RMV
- Registration and License "mark" requests and re-requests
- Registration and License "clear" requests and re-requests
- Boot and Tow System seizure eligible list (boot book in hard copy and machine readable form)

Such schedules must be available to the City at least ten (10) days before the beginning of the month of scheduled production. The Vendor must also provide, no later than two weeks following each preceding month, a report of actual production activity.

SECTION 5.16

Network Capability, Equipment, Service, and Supply Requirements

The Vendor must provide the network capability, equipment, and all related hardware and software required at City of Cambridge locations for access to and the operation of the PVPMISS at the start of the contract. These locations are: 344 Broadway, Cambridge City Hall at 795 Massachusetts Avenue and for handheld ticket writing machines at the Cambridge Police Department at 125 Sixth Street. (See Section 5.28 for network requirements for handheld ticket writing machines at 344 Broadway and the Police Department.) All products and services included in this section must be provided at no additional charge beyond the price quoted in the price summary form of this bid document.

All systems required by this scope of services, aside from Mass. RMV database, must be available via web portal as well as via the T-1 listed below and must be accessible from any computer at any location without additional software aside from an internet browser.

The Vendor must provide whatever training and night and weekend services the City requires to ensure that this requirement is met. Bidders must include in their price bid all costs to meet this goal including the cost of installing and testing all equipment and all personnel services required to support the installation. All wiring between the data closet and locations of PCs and printers and related terminations at 344 Broadway and City Hall will be provided by the City.

Infrastructure Services

The Vendor must implement, maintain, and support the entire data communication network that supports all PVPMISS activities.

The Vendor shall provide the City with the following computer, cashiering, and printing equipment, listed below, on the start date of this contract. All equipment must be new and not previously used.

- At Cambridge City Hall – Two Cashier Terminals.
- At 344 Broadway – 12 Cashier terminals, 1 Switchboard Terminals, 12 USB or wireless enabled Label printers, 3 Full Page Laser Printers, and 12 USB or wireless enabled hand-held bar code readers.
- At 344 Broadway a fully configured “hot-spare” back-up cashier terminal with all peripherals including receipt printer, label-printer, hand-held bar-code reader, mouse, keyboard, and monitor.
- At both locations, the telecommunications network, hardware, software, and licenses required to connect this equipment to the PVPMISS and that system response time be three seconds or less for all inquiries and transactions. The telecommunications network must include one T-1 line which operates at a speed of at least 1.544 Mbps to be used for transmitting data between the City’s computers and the location at which the vendor hosts its data.
- At both locations, a telecommunications network that is independent of and not subject to the resources and traffic generated by any other client of the vendor.
- At 344 Broadway, additional and on-hand inventory of (4) USB or wirelessly connected Label Printers, (4) USB or wirelessly connected Hand-held bar code scanners, (1) cash drawer, (2) 19 inch (or larger) flat-panel monitors, 2 USB or wirelessly connected keyboards, (2) USB or wirelessly connected mice and (2) serial-connected receipt printers.

Hardware Specifications

A Cashier Terminal consists of a PC with a current state-of-the-art single or dual-core CPU, internal hard-drive or internal solid-state drive, internal DVD-RW drive, 16 MB of memory or higher depending upon Operating System requirements, USB or wirelessly connected mouse and keyboard, 19 inch (or larger) flat panel monitor, a Microsoft licensed Windows 7 desktop operating system, one serial ports, one parallel port, (2) PS2 ports for keyboard and mouse or alternative PS2-based technologies, and a minimum of 4 additional USB ports, an Ethernet 10/100/1000 base network port, and a wireless and/or “blue-tooth” network enabled capability. In addition, a Cashier Terminal has (a) a USB or wirelessly connected Label Printer capable of printing labels from 2x3 to 4x6 inches fed on continuous roll-form, (b) a USB or wirelessly connected hand-held bar code scanner, (c) a serial connected receipt printer with 2 paper rolls for printing both a transaction receipt and journal, (d) a cashier drawer for currency and checks connected to the receipt printer. The vendor must maintain these terminals at the most current level of operating system patches, releases, and up-grades. Anti-virus software must be installed and updated with software-vendor released updates.

A Switchboard Terminal is a Cashier Terminal without a Label Printer, without a Bar Code Scanner, and without a Receipt Printer. Laser Printers consist of three Black and White printers operating with

approximately 45 pages-per-minute throughput and a print resolution of up to 1200 by 600 dots-per-inch with 2 paper trays per printer and 128 MB of internal memory and are network enabled.

If during the life of the contract period, the City of Cambridge elects to upgrade or migrate to a new desktop operating system such as Microsoft Windows 8, the vendor will install the system with licenses to be provided by the City.

Support and Supplies

The Vendor is responsible for providing on-site support to resolve or replace both hardware and software problems with Cashier Terminals or Switchboard Terminals and their components. The Vendor is responsible for providing the miscellaneous supplies used in the day to day operation of these terminals including paper rolls, printer ribbons, toner cartridges, rolls of labels, and maintenance kits.

SECTION 5.17

System Availability and Response Time

The City must have a minimum aggregate 95% uptime availability on each terminal between the hours of 7:00 a.m. and 8:30 p.m. Monday through Friday. In addition, the vendor must provide 24/7 portal access via web browser to view information in all of its PVPMISS system and run reports (except for Mass. RMV access unless it becomes accessible via web browser) by authorized City officials. The response time for all online system processing shall be an average of less than three (3) seconds. The Vendor shall notify the City of any scheduled downtime to take place at least one week before such downtime is to occur and that it be scheduled during off-peak production hours.

Pay by Web and Pay by Phone shall be available and operational 24 hours per day, seven days per week. Email addresses or phone numbers of users accessing the system via web or pay by phone shall not be released to any third parties by the Vendor.

The Vendor shall notify the City of occurrence of all downtime and shall report the causes and expected duration of such downtime and the remedial measures being undertaken. The City shall provide to the Vendor a list of the department and persons to be notified and the appropriate telephone numbers. The Vendor shall also notify the City of any foreseeable or anticipated downtime at least one hour before such downtime is to occur.

The Vendor shall maintain a daily log of system downtime and shall furnish the City with a monthly downtime summary.

The Vendor shall respond within thirty (30) minutes of a reported equipment or software failure by providing the on-site technical support at the City's premises as may be required. In instances of repeated system failures, the City may require that the Vendor provide on-site technical support on a full-time basis until the problem is permanently corrected. For equipment failure coverage, the Vendor shall contract with its equipment Vendors and suppliers to obtain service agreements requiring the Vendor to respond within 2 hours of a reported equipment failure.

The Vendor must maintain a daily log(s) of all communications interruptions and will furnish the City with copies of said daily log(s) on a weekly basis accompanied by a weekly summary of such communications interruptions, the format of which shall be approved by the City.

SECTION 5.18

File Archive

At the City's written request and not less than 180 days from the date of payment in full or other final disposition of a parking violation, the Vendor may archive such violation from the PVPMISS for the purpose of creating additional file storage capacity. The Vendor shall also be required to archive skeletal records. The Vendor, at the City's direction, may also archive non-final dispositions of parking violations from the PVPMISS for the purpose of creating additional file storage capacity and processing efficiencies.

The Vendor must retain all information in the Master Violations Database on storage media, approved by the City, for auditing and reporting purposes. The Vendor shall provide the capability for all TPTD staff to view via an application system all ticket data elements archived including all future archives. Archive data shall be available via ticket number, vehicle registration and registrant name. The Vendor must be able to restore such archived violation information for all archived tickets to the PVPMISS at the City's direction.

Upon archiving of violations, the Vendor shall notate the affected vehicle registration files with an "archive indicator" to be displayed through on-line inquiry access.

SECTION 5.19

Permit Parking System

The Permit Parking Program (PPP) was established to reserve certain parking spaces in the City for permit only parking. Vehicles must display a valid resident parking permit or other permit issued by the City to utilize such spaces. Permits are issued by cashiers who also handle parking violation payment. The City's annual Parking Permit renewal process begins November 1 of each year. Letters notifying residents active in the system of the renewal process are sent out prior to November 1st. The vendor sends two different letters – one to those that are pre-qualified to renew on line and one to all others. At that time the City begins to issue resident parking permits for the upcoming year (Feb 1 to Jan 31). The peak time for permit renewal is November 1 through January 31, when all of the previous year's permits expire. The Vendor must provide an on-line PPP System, integrated with the Vendor's core system. The requirements for such a system include the capability to:

- Add new resident files to the database;
- Maintain resident permit data;
- Renew, hold and revoke permits;
- Update all permit files;
- Inquire into resident permit data;
- Maintain the address database for all residential addresses and code all non-eligible addresses;
- Record all permit payments;

System Features and Notices

The Vendor is required to provide additional features within the PPP System that include the following:

- Generation of renewal letters and labels;
- Generation of permit renewal denial letters and revocation notices;
- Purge/archive and report on data no longer required to remain on the on-line system;
- Process and report on all transactions;
- Produce management, control, audit, and activity reports;
- Fixed field that will allow the City to track or control the number of units within a residential address.

Name of Bidder:_____

- All addresses in the database must be matched to the City Master Addresses and be coded as required by city as residential, commercial, dormitory, VP area, and others as required by the city.

System Components

The on-line system must accommodate, at a minimum, one hundred thousand (100,000) files. The system must allow on-line access via name for individuals as well as corporate or business entities, permit number, a system generated control number, vehicle registration number and address.

Each resident file must include, at a minimum, the following information: applicant name (first and last for an individual or business or corporate name where applicable), applicant address (must be pre-entered by vendor) , one telephone number, neighborhood and neighborhood code, permit number, permit year, reason for issuance, vehicle registration number, quantity, vehicle make and year, permit classification, method of permit issuance, amount paid, effective date of the permit, expiration date of the permit, time of issuance, issuer's identification code, license number field, proof of residency submitted, comment field with the capability of entering up to 300 characters, field displaying weight of the vehicle, an alert informing the cashier of any and all tickets associated with the applicant's name and license plate number, the limitation of one (1) visitor permit per household, the history display of any permit type that has been issued to the associated address, prevent charge from being generated based on an applicant's date of birth, prevent the issuance of a parking permit if any unpaid tickets exist. This control must include the possibility of being overridden by a supervisor.

Additionally, the on-line system must perform the following special functions. The system must:

- Efficiently locate the most current permit when searched by license plate number or name whether individual or business;
- Generate a mailing label for any residential or business address within the City of Cambridge;
- Process various other permits at the request of Cambridge and at no additional cost;
- Accommodate the request from the City to add any required data field at no additional cost to Cambridge and most data fields shall be multi-character alphanumeric.
- Accommodate on-line updates to all permit files.
- Incorporate security features that will restrict access to certain functions to authorized personnel.

The Vendor shall also provide the City with the capability to offer an on-line, web-based, residential parking permit renewal system for qualified residents who meet the City's criteria that does the following on or by November 1st of each year of the contract, with the schedule to be set by the City:

(A) It shall offer an existing customer, who qualifies as an on-line renewal candidate, the ability to access and review on-line via a web-browser their residential parking permit data from the prior year and to confirm their intention to renew for the coming year. Review and confirmation of the existing data shall include Name, Full Address including apartment or unit number, City, State, Zip-Code, Plate (Motor Vehicle Registration Number), Prior Year Permit Number, Plate Type, Charging-Code, Amount Charged, Annual Donation to be accepted in excess of whatever charge is assessed, Current Permit Expiration Date and Next Renewal Period Permit Expiration Date.

(B) It shall offer the qualified customer the ability to initiate the renewal of their residential parking permit on-line and via a web-browser after reviewing the data listed in part (A) and to pay the customary charge for the new renewal period where appropriate. The charge shall be assessed to their debit or credit charge card using the same facility of the PVPMISS as that offered for ticket payments via the pay-by-web facility and the monetary transaction should be accessible to the same cashiering transaction system as that provided to the other cashiering functions of the PVPMISS.

(C) The on-line renewal permit system will be offered by the vendor to those customers who qualify based upon the following criteria established by the City: (1) the customer has maintained their City of Cambridge residency for three years or longer without change (2) the customer has had a resident parking permit at this same address for three years or longer (3) the customer's parking permit record lists and matches their Plate for the last three years and has remained unchanged (4) the customer's Plate and registration data is "Active" as maintained with the Commonwealth of Mass. Registry of Motor Vehicles and reflects their Cambridge address and a "Garage Code" of Cambridge (5) there are no open and unpaid parking tickets issued by the City of Cambridge to the customer's Plate, registration, or driver's license number.

(D) The vendor shall extract the "Date of Birth" of the registered owner, where available, from the Registry of Motor Vehicle for those registrations which are qualified in part (C), listed above, and mark the qualified on-line renewal candidate's record with a flag such as "Y" to indicate that the customer's "Date of Birth" denotes him/her as a Senior Citizen who is or will be 65 years of age or older as of the renewal period between November 1 of the current calendar year and January 31st of the next calendar year. A "Y" flag will also be used to set the charging-code of the renewing resident permit to be the equivalent of "no charge".

(E) The vendor shall periodically extract the "Mailing Address" of the registered owner, where available, from the Registry of Motor Vehicle for those registrations which are qualified in part (C), listed above, and present a report to the City that indicates the difference between the Name and Address data as it is contained on the resident parking permit record within the PVPMISS **and** the Name and Mailing Address data as extracted from the Registry of Motor Vehicle's database.

(F) The vendor shall provide a daily report of the on-line resident parking permits that the customers renew on-line. The report should contain the following data elements: RPP account number, District or Area Code of the residence, Charging-Code, Amount Charged, prior-year's Permit Number, Plate, Name, Full Address and any internal codes to track or further refine the permit data and totaling fields for number of transactions and any monetary fields.

(G) The on-line access to and renewal of the permits by the residents will, from time to time, exceed the number of permits that can actually be prepared, printed, labeled and addressed for delivery to the postal service for the residents of Cambridge. The vendor must be able to accommodate the permit data that has been accessed and "renewed" on-line but has not yet been physically processed and attributed to the proper record of the resident's permit history on the PVPMISS. The vendor shall provide a daily report of those permits that are sitting in this "accessed on-line but ware-housed state" which has been queued up for processing. The report should contain the following data-elements: RPP account number, District or Area, Charging-code, Amount Charged, Prior-year's permit number, Plate, Name, Full Address, Date Accessed on-line by the customer, time of the permit renewal activity on-line and totaling fields for number of transactions and any monetary fields.

(H) The Vendor shall mail (2) two renewal letters each year, at the end of October, as part of the Resident Parking Permit program. One letter is to be mailed to the customers who qualify, as described above in section (C), for on-line renewal. The second letter and its attached application form will be sent to those customers who do not qualify for the on-line renewal program but are residents of the city and desire a permit for the next permit period. As stated previously, the vendor is responsible for all costs for the mailing of these letters including stationery, envelopes, labels, printing, mailing services, first-class postage, etc. All such costs must be included in the Vendor's total bid. As stated in Section 5.10, in FY11, the City's vendor mailed 45,483 renewal letters.

(I) The Vendor shall provide a report for each group of customers sent a notice. Group (1) will contain the candidates qualified for on-line renewal. Group (2) will contain the remaining list of customers sent the notice and its attached application. The report shall list the Customer Name, Full Street Address including Apartment, Unit number or other qualifier, City, Zip-code, RPP Account Number, Plate, Prior-year Permit Number, Permit Type or Charge-code, and Senior Flag – Y indicator.

SECTION 5.20

Provision of Complete Services to all Tickets on the Database

The Vendor shall be responsible for providing complete services as required in this scope of services to violation tickets issued prior to the effective date of the contract i.e., pre-contract tickets. All services, functions and system elements provided to those tickets submitted for processing on or after the date of contract must be provided to pre-contract tickets.

The provision for complete services for pre-contract tickets is an inalienable responsibility of the Vendor. The City will not reimburse the Vendor for services delivered on these older tickets other than applicable payments for notices sent and tickets paid.

SECTION 5.21

Performance Reporting

The Vendor must implement and operate a system for recording, monitoring and responding to all complaints and requests by the City relative to the Vendor's performance and obligations with regards to the PVPMISS. This includes:

- Procedures and reporting formats to track and respond to all requests and complaints in a systematic and timely manner.
- A Managerial summary, implementation plan, and comprehensive project analysis for each request or complaint.
- A listing of all active requests or complaints, the status of each request or complaint and the targeted completion date of each request or complaint.

SECTION 5.22

Complete and Comprehensive Back-up

The Vendor must provide complete back-up systems and capacity for all on-line systems including hardware, software, communication lines and other equipment.

The Vendor must retain sufficient back-up files so that reconstruction of all processing activities can be accomplished for audit purposes and emergency situations.

The Vendor must provide for the duplication of all programs and files and those programs and files subsequent movement offsite from their data processing facility to ensure copies are available in the event the originals are destroyed.

The Vendor must provide for alternate processing arrangements or locations to ensure that processing could continue in the event of damage or destruction to the Vendor's data processing facility(ies). Detailed plans shall exist to provide for an orderly move to the alternative site. Test processing shall be completed periodically at the recovery site to ensure continued equipment compatibility, to train employees and to identify weaknesses in the contingency plan. Testing shall be comprehensive and shall approximate actual processing requirements.

SECTION 5.23

Training

The Vendor must conduct instruction and training of City personnel in connection with all of the services including system enhancements and subsystems, for which the Vendor is responsible, hereunder. The Vendor shall, at the City's request and at no additional cost, develop, review, and edit training manuals for use in training City staff.

SECTION 5.24

Test System

All system modifications, enhancements, or other changes must be properly tested by the Vendor and shall be approved by the City before their implementation.

The Vendor shall provide comprehensive test files or test system to test both batch and on-line systems and shall provide the City with actual test results before implementing any significant system changes.

The Vendor shall develop a System Test Plan and submit the plan to the City for approval. Testing activities must address all aspects of the Vendor's responsibilities and functions of the system, including terminal, communications, software, operating procedures, user procedures and other documentation. Procedures should be included in the plan to verify and certify the functions and quality of the PVPMISS and to ensure that the system performs according to the specifications.

Specific Vendor Responsibilities Include: Develop a test matrix to include transactions, conditions, and desired results:

- Develop test data files
- Perform and document unit tests and submit to the City for approval
- Debug each program
- Conduct system test involving all functions and interfaces
- Document the final system test and submit to the City for approval

System Testing Phase Milestones:

- City approval of the test plan
- Accurate processing of complete test data package
- City approval of the system test

SECTION 5.25

Recovery from Catastrophic Failure

Recovery from catastrophic failure is defined as those corrective efforts undertaken at the computer site as a direct result of a natural disaster (e.g., fire or flood) or other catastrophe which has caused either disruption of services to the City for extended periods of time or loss of data.

The Vendor will reimburse the City an amount equal to the cost incurred by the City to re-enter any data should the Vendor fail to restore said data, and any other costs incurred by the City because of the interruption of services and/or the failure to restore lost data.

Name of Bidder:_____

The Vendor must take every precaution to ensure that all systems, files, data, equipment, communications, and facilities are reliable. In the event that a natural disaster does disrupt the system, the Vendor must have a detailed, City approved, recovery plan in place, tested and ready to be implemented for all key facilities so that services are restored quickly and in accordance with City performance standards.

SECTION 5.26

Organization and Personnel

The Vendor is required to maintain an office in the greater Cambridge area and to carry out as many of its responsibilities as feasible at this local office. This office must be located so that staff assigned to this office can arrive at 344 Broadway within 30 minutes of being requested to do so to meet with City staff.

Key Personnel

The Vendor will commit and identify a sufficient number of diversely qualified key personnel required to operate Cambridge's PVPMISS in a quality manner with minimal or no risk of disruption to the City's current levels of PVPMISS operations and revenue. All personnel must have extensive experience in the area of work for which they are responsible.

Key personnel include:

- project management;
- business management;
- administrative personnel;
- data entry;
- lockbox personnel;
- senior business analyst;
- network administrator;
- quality control specialist;
- operational controls personnel;
- report developer;

Certain key personnel must be assigned to the local office on a full-time basis including, at least one (1) senior business systems analyst to serve as local project manager for this contract; one (1) senior analyst to serve as a report developer and data manager to provide performance and activity reports using the business intelligence reporting system required under this scope of services. This senior analyst will also train City staff in the use of this system; and at least one (1) network administrator who must be immediately available to the Parking Services and Parking Enforcement divisions, within a 30 minute window, every workday, to meet in person with TPTD staff at the TPTD office. Local office staff shall also include personnel performing the following functions: parking ticket data entry (sections 5.2 and 5.3), lockbox payment processing (section 5.5) and document image processing (section 5.29). The vendor must provide substitutes for staff who are not available due to vacation, illness, etc. Substitutes must meet the availability requirements stated above.

The senior business analyst must be assigned to the City of Cambridge contract on a full-time basis. The network administrator engineer must be assigned to the City's PVPMISS project, and be on-site at 344 Broadway, as needed as determined by the City to ensure that all equipment, data communication systems and software applications specified in this scope of services, including handheld ticket writing devices, are maintained, repaired and fully operational at all times. The senior business analyst will meet with City staff regularly to review work, train staff on PVPMISS functions, etc. The senior business analyst will manage the agenda or matrix of issues being worked on and their status.

Systems Development Services

Name of Bidder:_____

From time to time on an ongoing basis and in consultation with the Senior Project Analyst, the City will request modifications, enhancements, application revisions, reports and system upgrades that need to be implemented into the PVPMISS. The vendor must provide the necessary resources to do so and implement the changes described above at no cost to the City beyond the prices quoted for this contract.

Consultant Services

The Vendor must provide Consultant Services for various traffic and parking operations and management. These services include:

- assistance in the development of training activities of parking ticket writers,
- training of personnel and supervisors,
- monitoring ticket issuance and factors impacting issuance,
- analysis and development of issuance routes,
- analysis of productivity.
- information on new approaches and systems
- studies and analysis of current TPTD operations.

Right to Refuse Personnel

The City reserves the right to refuse any individual(s) in the Vendor's employ including subcontractors if the City is not satisfied with their performance or personality conflicts arise with City personnel.

SECTION 5.27

Conversion

This bid document requires that, in the event the Selected Vendor is not the Existing Vendor, the Selected Vendor's violation processing database be initially loaded from a master file residing with the Existing Vendor's system. The Vendor shall be required to interface with the Existing Vendor to conduct conversion activities. All data elements, including scanned workflow management documents and images, must be converted and remain fully integrated into the new system.

Conversion will be determined to be completed when the system performs according to the standards of the City. It will be the Selected Vendor's responsibility to accomplish all programming and testing to ensure that the conversion has been successfully completed. It will be the City's/ Existing Vendor's responsibility to supply the data, as is, from the existing parking violations databases and for conversion purposes to define the storage formats and describe the data elements stored in the databases.

The Selected Vendor (and by necessity, Prospective Vendors) shall propose a comprehensive data conversion plan to convert from the existing Vendor's system to the selected Vendor's system. This plan shall include, but not be limited to, all responsibilities of the Vendor, the City, and the existing Vendor in the conversion effort; how the conversion will be accomplished; the conversion timetable and work schedule; and how the accuracy of the conversion effort will be measured.

It should be noted that the City requires a comprehensive and detailed discussion of:

(a) the capture of data to be converted, and (b) the subsequent use of captured and converted data.

Towards this end, bidders shall be advised that the data and information requirements of the City set forth in this bid document are substantially representative of the current data and information fields that would need to be captured, converted and utilized.

Upon completion of the contract term, the Vendor shall support the transfer of data in the event that the contract is terminated or has expired and a new Vendor is selected. Additionally, the Vendor shall be required to provide any data or information required by the City to prepare a bid document and execute a succeeding contract, to include but not be limited to current and projected baselines, computer utilization, forms utilization, definition of storage formats and description of data elements stored in the databases.

SECTION 5.28

Hand-Held Electronic Ticket Writing Devices

The City currently issues parking tickets using Motorola MC-9598 handheld devices and Datamax-Oneil Apex3 printers. These units are capable of issuing up to 175 tickets on one shift and can upload and download data and tables using an ip-based communications protocol. The selected vendor must program, utilize and fully support, including maintenance and repair, the existing handhelds and new printer chosen by the City and all of their current operating, data communication and processing capabilities so that by the date the vendor assumes responsibility for the City's PVPMISS the handhelds and printers operate in an identical manner as they have before the start of this contract, until a new hand-held is implemented. Among other features, the handhelds include the ability to take photos, scan inspection sticker barcodes, record locations on an ongoing basis via GPS and have the capacity to be used for real time wireless communication.

By the date that the vendor assumes responsibility for the City's PVPMISS, the vendor will provide the City with a supply of 48 new printers along with required belt loops, shoulder straps and carrying cases, all to be chosen by the City in consultation with the vendor. The printer choices made available to the City by the vendor must include the model currently used by the City as well as the Zebra QL320 Plus printer.

Within the first eighteen months of the new contract period, the city will choose, in consultation with the vendor, a replacement hand held unit. The choices made available to the City by the vendor must include the model currently used by the City. The vendor will supply 48 (forty-eight) fully functional new handhelds, printers, belt loops, shoulder straps and carrying cases as selected by the City. The cost of the printers and handhelds must be included in the total bid price for this contract.

General Vendor Responsibilities:

The Vendor must be able to completely manage and process citations issued by a handheld computer device provided by the Vendor, and approved by the City, pursuant to these specifications and requirements. The Vendor must provide, implement, and support handheld computer devices and base units or "docking" stations including hardware, software, program applications, and all required communication devices, protocols, and network connections as specified by the city. The City currently operates from two locations for the issuance and processing of handheld tickets with most handheld devices housed at 344 Broadway and additional devices located at 125 Sixth Street in Cambridge.

The Vendor must provide handheld support personnel who have current industry certifications and appropriate experience. Handheld support personnel shall be responsible for coordinating system modifications, troubleshooting problems with the handhelds, printer assemblies, and/or base stations and "docking" units, and training City staff so that all staff are fully knowledgeable in the operation of the handhelds and trained on all enhancements made to them.

Name of Bidder:_____

In addition to providing the data entry fields required to issue parking violations, the handhelds must also contain tables that load into memory listing all of the streets for the city, all of the parking meters, the boot eligible vehicles, the consolidated Visitor Pass file from the collective input of the parking officers recording Visitor Passes, Resident Permit Stickers, and Revoked Resident Stickers and Revoked Visitor Permits. In addition, the ability to record two times for Overtime Parking, Loading Zones, and Storage violations. The handheld program must also allow Officers to enter data documenting "Sidewalk Snow/Ice-Tickets" including the location and violation via drop down menus and an option to enter remarks. This data must then be downloaded to a daily report. Access to this report must be provided to the City's Department of Public Works (DPW) with permissions limiting DPW staff access to this report only and no other components or reports in the PVPMISS. The Vendor must provide future enhancements to the handheld programming as requested by the City at no cost to the City beyond the price bid for this contract.

All transactions entered into the handheld including time and location entries related to monitoring parked cars for overtime, visitor pass abuse, storage, etc. as well as the time of all transactions entered into the handheld must be recorded in the handheld memory and uploaded to the vendor's database to be used for entry and use in management reports. The handheld memory must contain a table of comments for officers to add to the ticket and internal comments which will appear on the ticket record but not on the handheld. The handheld program must allow different comments to appear on the drop down for each violation type. The comment table must be available to City staff to edit on their desktop computers. In addition, officers must have the ability to add free form comments on each ticket select and select whether the comments should be internal (not printed on ticket) or external (printed on ticket). The handhelds shall have the capability of printing a bar code on the ticket which can be scanned at the City's cashier stations by the bar code scanner included in each cashier terminal.

The handhelds must also allow Officers to enter the following data to monitor vehicles for possible Storage violations: Plate, Plate State, Plate Color (MA Only), Plate Type, Make, Street, Street Address, Stem location. The information is stored nightly and reassembled into the storage file that is then downloaded to the handhelds the following day. On the next day, when additional storage monitoring information is entered by the Officers, the system checks the storage file on the hand held to make sure that all the information is exactly the same. If the information is exact, then the hand held indicates to the officer that there is a storage violation and prompted to write the ticket. If the information is not the same, then the information is eligible to be stored on the hand held for the following day's transactions. On a daily basis, four storage reports (see Section 5.14 and the listing of reports in the Appendix for report descriptions) are generated and automatically delivered to specific email accounts for viewing. Ad hoc versions of these reports must also be available in the vendor's business intelligence reporting system.

Should the City add real time communication to its handhelds as described in Section 5.31, at the request of the City the vendor shall develop and provide PVPMISS and handheld software modifications that allow for real time integration of enforcement data between the handhelds and the City's multi-space paystations. Should the City decide to add pay by phone or in vehicle meters as payment method for parking, the vendor will provide PVPMISS and handheld software modifications that allow for the real time integration of enforcement data between the handhelds and the pay by phone or in vehicle meter vendor. These programming services shall be provided at no cost to the City beyond the price bid for this contract.

The vendor must provide all supplies that are used by the handhelds including blank ticket rolls printed on "thermal" sensitive paper, carrying cases, styluses and pre-printed envelopes that the officers use when placing tickets on vehicles.

The vendor must provide handheld machine ticket stock that is the equivalent of 400,000 tickets each year.

Name of Bidder:_____

- Ticket rolls for the Datamax-Oneil Apex3 printers are 3-1/8" x 7-1/3" x 40 tickets per roll, polythermal 20# material, printed 2/2.
- Ticket rolls for the Zebra QL320 Plus printer are 3" x 7-1/3" x 189 tickets per roll /roll, polythermal 20# material, printed 2/2.

The envelopes must be 3-15/16" x 7-1/2" Deep Flap, Peel and Seal Closure, white wove 24# material, printed 2/0. The vendor must provide 340,000 envelopes each year.

Proofs must be approved by the City each time the vendor orders a new supply of ticket rolls and envelopes from its printer. The vendor shall store the tickets and envelopes and deliver them to the City in amounts as requested by the City.

All products and services included in this section must be provided at no additional charge beyond the price quoted in the price summary form of this bid document.

SECTION 5.29

Document Image Processing and Workflow Management System

The vendor must provide a document image processing system for document storage, retrieval, and workflow management. This document image processing system must be fully integrated with all systems and subsystems of the Vendor's PVPMISS.

All lockbox-received parking ticket related correspondence will be imaged at the Cambridge area local office lockbox processing facility by the Vendor. The Vendor's scanning device(s) must accommodate correspondence items which will likely contain two or more pages containing typed, machine printed or handwritten text of various sizes, weights, and colors, as well as photographs or drawings which will require imaging. The envelopes which contain correspondence must also be imaged in order to capture the postmark date of the correspondence. Correspondence is also frequently enclosed inside actual parking tickets; therefore, some parking tickets received at the lockbox require imaging. The system must allow TPTD personnel and vendor staff to index images to parking violations.

Additional documents, such as disposition forms, refund forms, and correspondence received at TPTD, shall be sent to the Vendor's local office for imaging and scanning by the Vendor. All correspondence sent to the Vendor by the City must be indexed to the parking tickets described in the correspondence. In addition, all handwritten paper parking tickets issued by the officers must be scanned and indexed into the document imaging system for easy retrieval via the PVPMISS as well. Paper tickets should be given a unique indexing symbol to differentiate them from correspondence images.

The workflow management system must be integrated with the City's PVPMISS so that TPTD personnel can perform customer service functions and claims processing by viewing correspondence images simultaneously with detailed plate and violation data. In addition, the system must be organized into "holding tanks" or "queues" for the various levels of completion: newly arrived, pending research, awaiting a hearing, done, etc., so that TPTD personnel can move the images and correspondence from one location to another.

SECTION 5.30

Collection Agency Services

The vendor shall provide collection agency services as requested by the City. The City will pay the vendor a fee of 20% of the revenue it collects for services provided under this Section. This percentage of revenue to be paid to the vendor shall include all costs for the services including those listed below. The amount to be paid to the vendor shall be included in the vendor's monthly invoice to the City and shall not be netted out of

the revenue collected by the vendor on behalf of the City for these services. The vendor shall perform the following Special Collections functions:

- Analysis of the database to select tickets that meet the targeted population identified by the City.
- Search multiple data bases to obtain the most accurate and up to date name and address information for the vehicle owner.
- Design and creation of the Notices to be sent (up to 3). All costs associated with the design, purchase of paper stock, printing, mailing and first class postage shall be included in the process and included in the vendor's fee for these services.
- Process any and all payment transactions as well as the scanning of correspondence received.
- Provide management audit reports to the City on a monthly basis.
- Generate a monthly billing report to the City.
- Outbound Calling – as a last attempt to reach out to the constituent, all unpaid tickets at the end of the noticing cycle will be turned over to the vendor's Outbound Calling agent. The Outbound Calling agent will send out name and address information in order to obtain phone numbers for the process.

SECTION 5.31

Additional Products and Services

During the life of this contract, the City may request that the vendor provide additional services listed below. The cost of these additional services is not to be included in the vendor's price proposal. Should the City decide to proceed with any of these services, the City will request that the vendor provide a price for the City's review. If the price is accepted and approved by the City, the requested services will be added to the vendor's contract via an amendment. These additional services include:

- License Plate Recognition camera system and related software and communication to be mounted on vehicle(s) to read license plates and search for scofflaws or expired meter, overtime or Resident Parking Permit violations.
- Modifications to hand held ticket writing machines to allow for real time communication.
- Vendor services and any equipment required to implement a Pay by Phone or in vehicle parking meter solution including sub-contracting with a vendor that specializes in one or both of these services.

SECTION 5.32

On Line Customer Ticket Information Portal

The On Line Ticket Information Portal is an Internet application that provides customers with the ability to create an account from which they can review tickets and notices for up to at least four vehicles and proactively manage parking ticket activity by the City providing them timely alerts about critical events in the ticketing life-cycle. The system will require that a user provide key information from a vehicle registration to verify the identity of the individual and the vehicle(s) before granting access to the parking ticket information. Only those vehicles that have received a parking ticket will be eligible for enrollment in the service. The portal also allows customers to see any available pictures taken by Parking Control Officers when tickets were issued.

The system will track the last time an account was accessed and will delete accounts that have not been accessed for more than one year after providing a series of notifications to account holders. In order to access the system users must create a user name and password which must be entered each time the system is accessed. The system must contain security checks to ensure the confidentiality of account data.

Name of Bidder:_____

Users can request to be notified about any of the following events when they occur:

- A new ticket has been issued.
- Penalty is about to be applied to a ticket.
- Notification of ticket dispute decision
- Payment was made
- A hearing is upcoming
- A ticket is about to be sent for collection.
- Tickets are about to be marked at the Mass. RMV.

When receiving notifications or looking up a ticket, users will be given several options including paying for tickets, viewing ticket images if available, viewing ticket details and requesting a hearing.

APPENDIX A – LIST OF REPORTS
(AH are ad hoc reports)

Violation Issuance and Route Enforcement Operational Reports

Parking Control Officer Activity Reports:

These reports include a list of all transactions entered in each Officer's handheld ticket writing machine including the date and time of each transaction. Data listed include visitor pass, overtime and storage entries including time of entry, type of entry, plate number of vehicle, location including meter number and visitor pass number. These reports also include data on all tickets written and all timed entries which have been cleared. The reports must calculate the gap between each transaction, allow TPTD managers to choose a gap time when running these reports, allow managers to run the reports by dates they select and shall include totals and averages for each column in the report. The reports shall be prepared in two versions one which allows the City to select the dates range of activity, the gap time and the names of the officer(s) to be included in the report. This version sorts activity by officer and then by date. The other version allows the City to select the date range of activity and the gap time to be included in the report. This report lists activity of all officers and sorts by date and then by officer. (AH)

Parking Control Officer Activity Reports Excel Export Report:

This report is similar to the report described above except that it is designed to export all data to an excel worksheet so that the City can sort and analyze data in the reports. This report allows the City to select the date range of activity, the officer(s) to be included in the report and the gap time to be analyzed. (AH)

Visitor Pass Permits Reports:

These reports list all visitor pass usage data entered by Parking Control Officers in their handheld ticket writing machines. The reports include the time and date of each transaction as well as the officer's name and badge number, the state and plate of the vehicle, the visitor pass permit number and the location of the entry. Three versions of the report are required including reports sorted by badge, by badge and plate number, by permit number and by plate. (AH)

Handheld Issuance Inquiry Report:

This report allows the City to run reports that list the tickets issued by officer(s). The report allows the City to select data for the following parameters: date range, officer, violation, vehicle color, vehicle make and location. The reports provide the City with the option of sorting results by badge number, issue date and ticket number. (AH)

Handheld Issuance by Parameter Reports:

These four reports allow the City to run a report listing all tickets run during a selected date range and to have the report sorted by one of the following:

1. location (AH)
2. officer (AH)
3. violation (AH)
4. shift (AH)

Handheld Voided Tickets:

List of tickets that were being processed when handheld was rebooted (and thus show-up in ticket database). (AH)

Citation Detail Report:

This report lists all citations that meet certain parameters selected in preparing the report. These parameters include date range, officer(s), shift, route and location. The report is sorted by route, shift, officer and day, the order depending on the parameters listed by the City. (AH)

Officer Daily Summary Report:

This report lists the number of tickets written by each officer for each violation by day. The report allows the City to select the date range, violation(s) and officer(s) to be included in the report. (AH)

Officer Productivity Report:

This report lists the number of tickets written by each officer in a two-hour time block. It is sorted by officer by day. The report also lists the total number of tickets written by the officer during the selected date range and the average per day. The report allows the City to select the date range and officer(s) to be included in the report. (AH)

Officer Scofflaw Hits-By Plate Report:

This report lists the plates for which officers were notified that the vehicle was on the City's boot and tow list. The report is sorted by shift, then day and officer. The report allows the City to select the date range, time range and shift(s). (AH)

Officer Vehicle-Timed Parking Report:

This report lists the number of timing entries entered into their handhelds by officers in two-hour blocks of time. The report allows the City to select the date range and officer(s) to be included in the report. (AH)

Officer Vehicle-Timed Parking-Marking Report:

This report lists the total number of timing entries entered into their handhelds by day by officer. It includes the total marked, cleared and the number of resulting tickets. The report allows the City to select the date range and officer(s) to be included in the report. (AH)

Officer Violation Distribution Report:

This report lists the total number of each type of violation issued by each officer each day. The report allows the City to select the date range to be included in the report. (AH)

Issuance on Route by Agency for a Fiscal Year:

This report lists how many tickets are written by each agency each month on each route by violation type. The report allows the City to select the year to be reported upon. (AH)

Issuance on Violation Codes:

This report lists the number of tickets written by each agency each month by violation type. It provides a total for the fiscal year being reported upon and a total for a second fiscal year and provides the variance between these totals. The report allows the City to select the years and month(s) to be reported upon. The report includes tabs for sub reports for each agency along with a grand total. (AH)

Monthly Issuance Report:

This report provides the number of tickets written by each shift of enforcement officers each day and a total for both shifts along with averages for each day and for the month. The report allows the City to select the month to be reported upon. (AH)

Number of Tickets By Badge Number, Violation Code & Route:

This is a daily report that lists the number of tickets written by each officer by violation type with a daily total for each officer and a grand total for the day. (AH)

Police Department Issuance Report by Officer:

This report lists the number of tickets written by each Cambridge Police Officer by month for each of the previous 12 months along with a 12 month total for each officer and for all officers. (AH)

Police Department Issuance Report by Violation Code:

This report lists the total number of tickets by violation code written by Cambridge Police Officer by month for each of the previous 12 months along with a 12 month total for all violation codes. (AH)

Ticket Report:

This report lists data on tickets that meet certain specific criteria selected by the City from numerous parameters related to the tickets. (AH)

Tickets Issued by Agency by Day – Two Month Version:

This report lists the number of tickets written each day during two months selected by the City. The report provides the data in two separate reports, one for each month, on the same page. The report includes tabs for sub reports for each agency along with a grand total. (AH)

Tickets Issued by Agency by Day – One Month Version:

This report is the same as the previous report except that it reports on only one month of data selected by the City. (AH)

Tickets Issued by Agency by Day by Violation Code:

This report is the same as the one listed by above except that it only reports on a specific violation code for a specific month both as selected by the City. (AH)

Storage Activity:

These are a series of four reports. They list all entries made by Parking Enforcement Officers related to monitoring vehicles parked in unrestricted parking areas for violation of the City's parking time limits. The report includes tabs for sub reports for four versions of the report – Storage Activity by Badge, Storage Activity by Badge/By Plate, Storage Activity by Plate and Storage Activity by Street. (AH)

Tickets Written by Officers During Specific Dates:

This report list the total number of tickets written by each Parking Enforcement Officer between two dates selected by the City. (AH)

Violation Distribution by Month – Violations:

A monthly report that provides a fiscal year-to-date monthly breakdown of the number of each type of violation issued by month along with the violation code with the complete fiscal year by month displayed across a single page. There is a separate report for each agency. There are two versions of this report one lists the number of violations and the other the corresponding dollar value of these tickets.

Time Issuance Report by Route:

This report lists the number of tickets issued for a month by route and time of issuance in two hour blocks of time.

Parking Permit Reports

RPP Notice Register of Letter 25:

_ This report contains a comprehensive listing of each customer who has been sent a Notice 25 informing them that it is Permit Renewal time and enclosing an application form. The report lists Customer Name, Address, RPP Account Number and the prior year permit number.

RPP Notice Register of Letter 26:

This report contains a comprehensive listing of each customer who has been sent a Notice 26 informing them that it is Permit Renewal time and that they are eligible for on-line renewal. The report lists Customer Name, Address, RPP Account Number, Plate Number, Prior Year Permit Number, Over 65 Flag, and Permit Type.

Rolling RPP and Workflow Report:

This report contains a list of each residential parking permit that has been renewed on-line but which has not yet been issued by the staff. During renewal season, more permits are accessed and renewed on-line than can be issued in a given day. This report is refreshed nightly with the detail of each permit falling into this category. Once the permit is actually issued, it is removed from the report – thus the term

“rolling”. The report lists Permit Account Number, District Number, Permit Type, Prior Year Permit Number, Plate, Name and Address, and the Date and Time the person went on-line and renewed their permit.

RPP and RMV Spray Hit Report:

This report contains the list of the differences between the Residential Parking Permit data within the PVPMISS and the equivalent automobile registration data accessed from the Registry of Motor Vehicles and concentrates on the differences between the names and addresses of each. The report lists Plate Number, Prior Year Permit Number, Zip Code as listed on the Permit, Zip Code as listed on the Registry, the Exception Reason, the Name and Address as it appears on the Permit, and the Name and Address as it appears on the Registration.

RPP Online Payment Report:

This daily report contains the list of each permit that was renewed online for the current processing day and the amount of money each permit was charged/paid. The report lists Permit Account Number, District, Permit Type, Prior Year Permit Number, the Amount Paid, the notation it was charged/paid on line, Name and Address.

Resident Parking Permit Donations:

This is a daily report that contains the cumulative data of customers who have participated in the “donation” program that is offered to customers when they renew their residential parking permit whether it is done on-line, via mail, or at the cashiering windows. The report lists the Date the Donation was Made, the Prior Year Permit Number, the Source of the Donation, and Total Donation Amount per permit.

Permits Issued Each Year by Street Name and Year:

This report lists the number of tickets issued on a street in a fiscal year selected by the City. (AH)

Permits Issued Through a Specific Month:

This report lists the number of permits issued through a selected month in two selected fiscal year by permit type and provides variances for each permit type for the different fiscal years. The report also provides grand totals for both fiscal years. There is a sub report each with a separate tab for each payment method (internet, mail, walk-in and telephone) and a report totaling all payments types. (AH)

RPP Grand Totals of Permits Issued:

This report lists the number of permits issued and the corresponding amounts paid for these permits by month and permit type for two fiscal years selected by the City. The report provides the monthly variance for this information. There is a sub report each with a separate tab for each payment method (internet, mail, walk-in and telephone) and a report totaling all payments types. (AH)

Permits Issued by visitor pass districts:

This report provides a total of permits issued and amount paid by permit type and district and neighborhood type. There are three versions of this report: weekly, monthly and yearly.

Daily Cashiering Reports

On-Line Cashiering Report:

This is a detail report of all possible cashiering transactions performed by each cashier on a given day. The report contains License Plate Data, Violation or Ticket Number, Permit Data, Transaction Type, Method of Payment, Amount Collected, and Transaction Time. The detail of each cashier's activity is then rolled into a summary report of each cashier's activity and presented at the conclusion of each detailed section. Summary data includes totals for Cash, Checks, Money Orders, Credit Card, Debit Card, Clerical Error or Corrections cross-referenced to Parking Tickets, Pre-Paid or Skeletal tickets, Boot Fees, Storage Fees, Bounced Check Fees, RPP Fees, and Adjustments. The summary of each cashiers reporting is then grand-totaled for the department for each category.

Daily Non-Cashiering Monetary Reports

Name of Bidder:_____

Pay-By-Web:

This daily report lists all ticket payments received on the pay-by-web facility offered by the Vendor. The report lists the Transaction Date, Transaction Time, an Authorization Code, the Amount Paid, Fees Collected, Reference Number for Tracing Ability, State and License Plate Number, the last four-digits of the card number used to pay, and a Two-Character Card Type Abbreviation. There are two versions of this report. One is for ticket payments and the other for resident parking permit payments.

Pay-By-Phone:

This report is identical to the Pay-By-Web report except its source is the pay-by-phone facility offered by the Vendor.

The Fleet Reporting System Report

Fleet Invoice Report:

This report is produced once every six weeks for each Fleet customer and is a comprehensive listing of all open violations for each fleet customer. The report includes the State and Plate Number, Plate Type, Ticket or Violation Number, Issue Date of the Ticket, Issue Time, Violation Type, Make of Registration, Violation Location, Officer's Badge Number, Agency, Fine Amount, Penalties if any, and Total Amount Due. The final page of each fleet customer's report contains a summary total of the number of outstanding violations and the grand-total of the total amount due for each violation for the fleet customer.

Adjudication Related Reports

On-Line Disposition Report:

This daily report is produced for and sorted by each authorized staff member who can dismiss tickets or late-fees on an open violation. The report contains State of the plate, Plate Number, Issue Date of the Violation, Violation or Ticket Number, the Three Digit Code assigned for the disposition action, the Disposition Description, Time of the Disposition, Fine Amount, Penalty Amount, Case Number, and Violator Name.

On-Line Correspondence Report:

This daily report is also produced and sorted by each authorized staff member who can issue or generate correspondence to a customer based upon a violation or ticket. The report contains State and Plate of the Vehicle, Ticket Number, Full Name of Violator, Correspondence Code, Type of Correspondence Sent, a Code indicating Sent Code, Time the operator issued the Correspondence and the Terminal ID of the operator.

Scheduled Hearing Register:

This report is produced for the Hearing Officer and lists the Hearings that have been automatically scheduled when a ticket reaches more than 21 days overdue as well as the hearings that the Hearing Officer has scheduled on her own for tickets that have been disputed, been denied, and the customer now requests a face-to-face hearing. The report contains State and plate Number, Full Customer Name and Address, ticket Number, Violation Description, Issue Date, and Amount Due.

Towed and Booted Related Reports

Top 2000 Boot Eligible Plates:

This report lists the top "scofflaws" who have the most number of past due violations. The report is sorted by the most number of violations descending to the least number with a cut-off drawn when the cumulative number of customers reaches 2000. The report includes State and Plate, Name and Address, Number of open violations, and total amount due per plate.

Booted Vehicles on Street:

This report lists the cars which have been booted and remain unpaid and are now aged beyond the three-day limit. In many cases these are booted vehicles that have been subsequently towed or been

simply abandoned. The report includes Boot Number, Date Booted, Time Booted, State and Plate, Vehicle Make, Vehicle Color, Booted Location, the Location it has been moved to (if towed), and Status.

Boot and Tow Count:

This is a monthly report that lists the number of and value of tickets paid during the month resulting from vehicles being booted. The report also lists the number of boot fees, storage fees and bad check fees paid during the month and the corresponding dollar value of these payments.

Miscellaneous Reports

Cambridge O and 0 Analysis:

This report has been produced to document the specific circumstance arising from Officers issuing tickets containing the number zero and the letter "O". Due to numerous misreading of license plate data, tickets have been issued that are invalid to the RMV. Because they are invalid, no name or address can be acquired to identify the ticket. Overtime, hundreds upon hundreds of these accumulate. This report spells out the ticket as it was issued and the data that is invalid. The report was designed to present 2 lines of data per instance with the same placement of data appearing on both lines. The reports lists: State and Plate, ticket number, ticket amount, registration expiration date, Make, Make on the RMV, Identified Name, Vehicle Color.

Archived Tickets:

This report lists payment and penalty information about tickets that have been archived. The report allows the City to select the ticket to be included in the report. (AH)

Financial Management Reports

Payment Type:

This is a monthly report that lists the number of payments by type of payment for each month with totals for each fiscal year. Payment types are walk-in, mail, pay by phone and pay by web.

Payment Analysis:

This report provides data on each group of notices mailed including the number of plates and tickets noticed and the amount due for these tickets. The report also provides weekly statistics on payments for the group of notices including the type of payment, the number of tickets and plates paid, the percentage each type of payment represents and totals for each week.

Billing Report A:

This is a weekly and monthly report which lists the total number of tickets and corresponding amounts paid each day. The number of tickets paid is subtotaled for Massachusetts and Out of State with a total. The number of payments is subtotaled by online and batch payment type. Total payments for each day are also listed.

Billing Report B:

This is a weekly and monthly report that lists the number of notices processed each day by type of notice, the corresponding number of tickets noticed and the amount due.

Out of State Issuance Activity by State:

A monthly report, for fiscal year-to-date, of out-of-state violation issuance with fine and penalty amounts by individual state with subsequent payment activity which includes the number of tickets fully and partially paid, the dollar amount collected, and the last notice sent with the notice type and count reflected.

Aged Ticket Payment:

A report of monthly payments collected, the number of violations paid, their corresponding dollar value and the percentage stratified by the age of the violation.

Name of Bidder:_____

Payment Collection Reports

Fiscal Year Amount Due:

This monthly report lists the number of unpaid plates and tickets and the corresponding amount due by fiscal year starting with FY85.

Collection Statistics:

This is a monthly report which summarizes the status of tickets issued for each month. The report lists the numbers of tickets issued each month and for each month's tickets: the number of windshield payments, tickets noticed, paid on notice, partially suspended/dismissed, fully suspended/dismissed, on hold at the RMV, the payment rate, closure rate and number open unnoticed with the percentage each category represents. This report has three sub reports – Massachusetts, Out of State and Grand Totals. In addition to the monthly statistics, the report contains sub-totals for each fiscal year. The report contains four fiscal years of data and included a Grand Total for all four years. There are two versions of this report; one which lists months by fiscal year and the other by calendar year.

Special Collections Report:

This report lists all tickets for which a special collections payment was made and provides the ticket number, payment amount, payment, last notice date and type.

Special Collections Summary:

This is a weekly report listing the special collections revenue collected each day since the inception of the program. The report lists the number of tickets paid and the amount collected each day with monthly and grand totals.

Special Collections Weekly Summary:

This is a weekly report which lists amounts due, the amount collected and percentage collected for each special collections notice sent out since the inception of the program in May 2011

Statement of Violations Collected:

This is a weekly report which lists amounts due, the original revenue projection, the amount collected and percentage of the amount projected collected for each special notice sent out during the past three years.

Open Noticed Violations:

A monthly report for Massachusetts and Out-Of-State violations with grand totals for both that indicates the number, percentage and dollar amount of open tickets for each of the last three years and identifies the last notice sent on these tickets.

Full and Partially Paid Violations:

A monthly report for Massachusetts and Out-Of-State violations with grand totals for both that indicates the number, percentage and dollar amount of full and partially paid tickets for the last three years and identifies the last notice sent that was associated with the payment.

Open Unnoticed Violation:

A monthly report for Massachusetts and Out-Of-State violations with grand totals for both for the past 36 months, categorized by monthly issue period, that indicates the total monthly issuance and the amount due, for unpaid unnoticed tickets, the monthly count, amount due and the reason for not noticing such as: special plate, make mismatch, registry no match and other.

Ticket Dismissals Reports

Violation Distribution by Month – Dismissals:

Name of Bidder:_____

A monthly report that provides a fiscal year-to-date monthly breakdown of the number of tickets dismissed by disposition reason by month along with the disposition code with the complete fiscal year by month displayed across a single page. There are two versions of this report one lists the number of violations and the other the corresponding dollar value of these tickets.

Violation Distribution by Month Dismissals by Badge Number:

A monthly report that provides a fiscal year-to-date monthly breakdown of the number of tickets dismissed by disposition reason by month along with the disposition code with the complete fiscal year by month displayed across a single page. There is a separate page for each badge number. There are two versions of this report one lists the number of violations and the other the corresponding dollar value of these tickets.

Disposition Analysis:

This report lists the number of tickets partially or fully dismissed during a month by disposition code and description along with the dollar value of the dismissals and grand totals for all tickets dismissed.

Dispositions by Violation Type:

This report lists the number of tickets partially or fully dismissed during a month by violation name and violation code with the dollar value of the dismissals and grand totals for all tickets dismissed.

Name and Address Acquisitions Report

State Count of Name and Address Inquiries:

There are two versions of this report. One is a monthly report that provides a fiscal year-to-date monthly breakdown of the number of name and address inquiries made by State with the complete fiscal year by month displayed across a single page. The other report is a daily report listing the number of inquiries for that day.

Massachusetts RMV Ticket Marks and Clears Report

Massachusetts Non-Renewal Subsystem:

A monthly report that summarizes (fiscal year-to-date) the Registry of Motor Vehicles' Clearing Transaction Report and provides information by month on the total number of marks, chargeable clears and free clears. The report also identifies the beginning balance and closing balance for the month and the fiscal year-to-date total.

**Americans with Disabilities Act (42 U.S.C. 12131)
Section 504 of the Rehabilitation Act of 1973
Tax Compliance/Anti-Collusion Statement
Debarment Statement**

The Americans with Disabilities Act (the "Act") applies to all employers of fifteen or more employees. All vendors that are subject to the Act must comply with its provisions. In further compliance with the Act, all Contractors who enter into contracts with the City are prohibited from discrimination against the City's employees, regardless of the size of the Contractor.

The Act protects against discrimination on the basis of "disability", which is defined as a physical or mental impairment that substantially limits at least one "major life activity"; discrimination against a person having a history or record of such impairment; and discrimination against an individual regarded - even if inaccurately - as having such an impairment. The Act also expressly prohibits discrimination that is based on an individual's relationship or association with a disabled person.

The Contractor shall not discriminate against any qualified employee or job applicant with a disability and will make the activities, programs and services covered by any contract awarded through this procurement readily accessible to and usable by individuals with disabilities. To be qualified for a job, or to avail oneself of the Contractor's services, the individual with the disability must meet the essential eligibility requirements for receipt of the Contractor's services or participation in the Contractor's programs or activities with or without: 1) reasonable modifications to the Contractor's rules, policies and practices; 2) removal of architectural, communication, or transportation barriers; or, 3) provisions of auxiliary aids and services.

By submitting its contract, the Contractor certifies to the City of Cambridge that it understands and will comply with all applicable provisions of the Act, including compliance with applicable provisions of Section 504 of the Rehabilitation Act of 1973, if the Contractor is receiving federal funds.

The undersigned certifies under penalties of perjury that this contract has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals

As required by M.G.L. c. 62C, §49A, the undersigned certifies under the penalties of perjury that the Contractor has complied with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

The undersigned certifies that it is not currently subject to any State or Federal debarment order.

Date: _____

(Print Name of person signing bid)

(Signature & Title)

This form must be submitted with your bid

Name of Bidder:_____

CORI COMPLIANCE FORM

Persons and businesses supplying goods and/or services to the City of Cambridge ("Vendors"), who are required by law to perform CORI checks, are further required by Section 2.112.060 of the Cambridge Municipal Code to employ fair policies, practices and standards relating to the screening and identification of persons with criminal backgrounds through the CORI system. Such Vendors, when entering into contracts with the City of Cambridge, must affirm that their policies, practices and standards regarding CORI information are consistent with the policies, practices and standards employed by the City of Cambridge as set forth in the City of Cambridge CORI Policy ("CORI Policy") attached hereto.

CERTIFICATION

The undersigned certifies under penalties of perjury that the Vendor employs CORI related policies, practices and standards that are consistent with the provisions of the attached CORI Policy. **All Vendors must check one of the three lines below.**

1. _____ CORI checks are not performed on any Applicants.
2. _____ CORI checks are performed on some or all Applicants. The Vendor, by affixing a signature below, affirms under penalties of perjury that its CORI policies, practices and standards are consistent with the policies, practices and standards set forth in the attached CORI Policy.
3. _____ CORI checks are performed on some or all Applicants. The Vendor's CORI policies, practices and standards are not consistent with the attached CORI Policy. Please explain on a separate sheet of paper.

(Typed or printed name of person
signing quotation, bid or Proposal)

Signature

(Name of Business)

NOTE:

The City Manager, in his sole discretion may grant a waiver to any Vendor on a contract by contract basis.

Instructions for Completing CORI Compliance Form:

A Vendor should not check Line 1 unless it performs NO CORI checks on ANY applicant. A Vendor who checks Line 2 certifies that the Vendor's CORI policy conforms to the policies, practices and standards set forth in the City's CORI Policy. A Vendor with a CORI policy that does NOT conform to the City's CORI Policy must check Line 3 and explain the reasons for its nonconformance in writing. Vendors, who check Line 3, will not be permitted to enter into contracts with the City, absent a waiver by the City Manager.

This form must be submitted with your bid

Name of Bidder:_____

City of Cambridge CORI Policy

1. Where Criminal Offender Record Information (CORI) checks are part of a general background check for employment or volunteer work, the following practices and procedures will generally be followed.
2. CORI checks will only be conducted as authorized by Criminal History Systems Board (CHSB). All applicants will be notified that a CORI check will be conducted. If requested, the applicant will be provided with a copy of the CORI policy.
3. An informed review of a criminal record requires adequate training. Accordingly, all personnel authorized to review CORI in the decision-making process will be thoroughly familiar with the educational materials made available by the CHSB.
4. Prior to initiating a CORI check, the City will review the qualifications of the applicant to determine if the applicant is otherwise qualified for the relevant position. The City will not conduct a CORI check on an applicant that is not otherwise qualified for the relevant position.
5. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determination of suitability based on CORI checks will be made consistent with this policy and any applicable law or regulations.
6. If a criminal record is received from CHSB, the authorized individual will closely compare the record provided by CHSB with the information on the CORI request form and any other identifying information provided by the applicant, to ensure the record relates to the applicant.
7. If, in receiving a CORI report, the City receives information it is not authorized to receive (e.g. cases with dispositions such as not guilty or dismissal, in circumstances where the City is only authorized to receive convictions or case-pending information), the City will inform the applicant and provide the applicant with a copy of the report and a copy of CHSB's *Information Concerning the Process in Correcting a Criminal Record* so that the applicant may pursue correction with the CHSB.
8. If the City of Cambridge is planning to make an adverse decision based on the results of the CORI check, the applicant will be notified immediately. The applicant shall be provided with a copy of the criminal record and the City's CORI policy, advised of the part(s) of the record that make the individual unsuitable for the position and given an opportunity to dispute the accuracy and relevance of the CORI record.
9. Applicants challenging the accuracy of the criminal record shall be provided a copy of CHSB's *Information Concerning the Process in Correcting a Criminal Record*. If the CORI record provided does not exactly match the identification information provided by the applicant, the City of Cambridge will make a determination based on a comparison of the CORI record and documents provided by the applicant. The City of Cambridge may contact CHSB and request a detailed search consistent with CHSB policy.
10. If the City of Cambridge reasonably believes the record belongs to the applicant and is accurate, then the determination of suitability for the position will be made. Unless otherwise provided by law, factors considered in determining suitability may include, but not be limited to the following:
 - (a) Relevance of the crime to the position sought;
 - (b) The nature of the work to be performed;
 - (c) Time since the conviction;
 - (d) Age of the candidate at the time of offense;

- (e) Seriousness and specific circumstances of the offense;
- (f) The number of offenses;
- (g) Whether the applicant has pending charges;
- (h) Any relevant evidence of rehabilitation or lack thereof;
- (i) Any other relevant information, including information submitted by the candidate or requested by the City.

11. The Personnel Department will assist affected departments, in assessing the suitability of candidates in accordance with paragraph 10 a through i above, to ensure consistency, fairness, and protection of employment opportunities and the public interest.
12. The City of Cambridge will notify the applicant of the decision and the basis of the decision in a timely manner.
13. CORI information shall not be disseminated or shared with any unauthorized employees or other, but shall be maintained in confidence consistent with the obligations of law.

Revised May 5, 2007

ORDINANCE NUMBER 1312

Final Publication Number 3155. First Publication in the Chronicle on December 13, 2007.

City of Cambridge

In the Year Two Thousand and Eight

AN ORDINANCE

In amendment to the Ordinance entitled “Municipal Code of the City of Cambridge”

Be it ordained that Cambridge Municipal Code Chapter 2.112 is hereby amended by adding a new Section 2.112.060 entitled “CORI Screening by Vendors of the City of Cambridge” as follows:

Adding after Section 2.112.050 the following new sections:

SECTION 2.112.060

CORI SCREENING BY VENDORS OF THE CITY OF CAMBRIDGE

Sections:

- 2.112.061 Purpose**
- 2.112.062 Definitions**
- 2.112.063 CORI-Related Standards of the City of Cambridge**
- 2.112.064 Waiver**
- 2.112.065 Applicability**

2.112.061 Purpose

These sections are intended to ensure that the persons and businesses supplying goods and/or services to the City of Cambridge deploy fair policies relating to the screening and identification of persons with criminal backgrounds through the CORI system.

2.112.062 Definitions

Unless specifically indicated otherwise, these definitions shall apply and control.

Awarding Authority means the City of Cambridge Purchasing Agent or designee.

Vendor means any vendor, contractor, or supplier of goods and/or services to the City of Cambridge.

2.112.063 CORI-Related Standards of the City of Cambridge

The City of Cambridge employs CORI-related policies, practices and standards that are fair to all persons involved and seeks to do business with vendors that have substantially similar policies, practices and standards. The City of Cambridge will do business only with vendors who, when required by law to perform CORI checks, employ CORI-related policies, practices, and standards that are consistent with policies, practices and standards employed by the City of Cambridge. The awarding authority shall consider any vendor's deviation from policies, practices and standards employed by the City of Cambridge as grounds for rejection, rescission, revocation, or any other termination of the contract.

Name of Bidder:_____

2.112.064 Waiver

The City Manager may grant a waiver to anyone who or which has submitted a request for waiver if it is objectively reasonable; and the City Manager, or a delegate, shall report promptly in writing to the City Council all action taken with respect to every request for a waiver and the reasons for the decision.

2.112.065 Applicability

If any provision of these sections imposes greater restrictions or obligations than those imposed by any other general law, special law, regulation, rule, ordinance, order, or policy then the provisions of these sections shall control.

In City Council January 28, 2008.

Passed to be ordained by a yea and nay vote:-

Yeas 9; Nays 0; Absent 0.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-

D. Margaret Drury
City Clerk

**City of Cambridge
Articles of Agreement**

Commodity:

File Number:

This agreement is made and entered into this _____, by and between the **City Of Cambridge** ("the CITY"), a municipal corporation organized and existing under the laws of the Commonwealth of Massachusetts, and _____, existing under the laws of the State of _____ ("the Contractor").

Address:

Telephone, Fax, E-mail:

Article I. Definition. "This Contract" as used herein shall mean these Articles of Agreement and "the bid documents," which include, but are not limited to, the instructions to bidders, the Contractor's bid or proposal, the specifications, the general conditions, the requirements, the applicable addenda, and all documents and forms submitted with the Contractor's bid or proposal that were accepted by the City.

Article II. Duration. The Contractor shall commence the performance of this contract for the period beginning on _____ and ending on _____.

Article III. Terms. The Contractor agrees to provide the services all in accordance with the bid documents of (bid opening date) or (proposal if appropriate).

Contract Value:

Article IV. Payment. The City agrees to pay to Contractor the sum set forth in the Contractor's bid or proposal. **Contractor shall invoice department to which it provided the service, not the Purchasing Department.**

Article V. Termination. The following shall constitute events of default under this Contract requiring immediate termination: a) any material misrepresentation made by the Contractor, b) any failure by the Contractor to perform any of its obligations under this Contract including, but not limited to, the following: (i) failure to commence performance of this Contract at the time specified in this Contract due to a reason or circumstance within the Contractor's reasonable control, (ii) failure to perform this Contract with sufficient personnel and equipment or with sufficient material to ensure the completion of this Contract within the specified time due to a reason or circumstance within the Contractor's reasonable control, (iii) failure to perform this Contract in a manner reasonably satisfactory to the City, (iv) failure to promptly re-perform within reasonable time the services that were rejected by the City as erroneous or unsatisfactory, (v) discontinuance of the services for reasons not beyond the Contractor's reasonable control, (vi) failure to comply with a material term of this Contract, including, but not limited to, the provision of insurance and nondiscrimination, and (vii) any other acts specifically and expressly stated in this Contract as constituting a basis for termination of this Contract.

Except as otherwise provided in the Articles of Agreement, the City may terminate the contract upon seven days notice.

Article VI. Damages. From any sums due to the Contractor for services, the City may keep for its own the whole or any part of the amount for expenses, losses and damages as directed by the Purchasing Agent, incurred by the City as a consequence of procuring services as a result of any failure, omission or mistake of the Contractor in providing services as provided in this Contract.

Name of Bidder:_____

Article VII. Conflict. In the event there is a conflict between these Articles and the bid documents, the bid documents shall supersede these articles.

Article VIII. Governing laws and ordinances. This Contract is made subject to all the laws of the Commonwealth and the Ordinances of the City and if any such clause thereof does not conform to such laws or ordinances, such clause shall be void (the remainder of the Contract shall not be affected) and the laws or ordinances shall be operative in lieu thereof.

Article IX. Performance Security. Upon execution of this Contract by the Contractor, the Contractor shall furnish to the City security for the faithful performance of this Contract in the amount of 100% of the value of the bid in the form of a performance bond issued by a surety satisfactory to the city or in the form of a certified check.

Article X. Equal Opportunity. the Contractor in the performance of all work under this contract will not discriminate on the grounds of race, color, sex, age, religious creed, disability, national origin or ancestry, sexual orientation, marital status, family status, military status, or source of income in the employment practices or in the selection or retention of subcontractors, and in the procurement of materials and rental of equipment. The city may cancel, terminate or suspend the contract in whole or in part for any violation of this article.

Article XI. Assignability. the Contractor shall not assign, sell, subcontract or transfer any interest in this contract without prior written consent of the city.

In witness whereof the parties have hereto and to three other identical instruments set their hands the day and year first above written.

Approved as to Form:

The Contractor:

Nancy E. Glowa
Acting City Solicitor

Signature And Title

Robert W. Healy
City Manager

Cynthia H. Griffin
Purchasing Agent

Name of Bidder:_____